**Dee May** Assistant Vice President Federal Regulatory



1300 I Street, NW, Floor 400W Washington, DC 20005

Phone 202 515-2529 Fax 202 336-7922 dolores.a.may@verizon.com

June 14, 2002

## **ERRATA**

Ms. Marlene H. Dortch Secretary Federal Communications Commission 455 12th Street, S.W. - Portals Washington, DC 20554

Re: Bell Atlantic Corp. and GTE Corp., CC Docket No. 98-184

Dear Ms. Dortch:

The enclosed letter was provided to D. Attwood today. If you have any questions, please do not hesitate to call me.

Sincerely,

Enclosure

cc: D. Attwood

D. Johnson

W. Dever

M. Stone

D. Shiman

**Dee May**Assistant Vice President
Federal Regulatory



1300 I Street, NW, Floor 400W Washington, DC 20005

Phone 202 515-2529 Fax 202 336-7922 dolores.a.may@verizon.com

June 14, 2002

#### **ERRATA**

Ms. Dorothy Attwood Chief, Wireline Competition Bureau Federal Communications Commission 455 12th Street, S.W. Washington, DC 20554

Dear Ms. Attwood:

On June 12, 2002 Verizon notified the Wireline Competition Bureau that we discovered a glitch in the production process which resulted in a typographical error in the Retail Analog Compare Table provided on May 29, 2002 with the red-line of the Verizon's recommendation for changes to certain performance measures adopted by the New York PSC which are relevant to the performance measures of the Carrier-to-Carrier Performance Assurance Plan of the merger order.

As a result, Verizon reviewed the entire red-line to determine whether there were any other errors. We have discovered several other typographical errors that occurred in production. Attachment 1 to this errata reflects the entire red-line and corrects these errors that appeared in Attachment A-2a. Specifically, there were three typographical errors on the Retail Analog Compare Table; under the Wholesale Service column the product "UNE POTS-Other (UNE Switch & INP)" should read "UNE POTS Platform & Other (UNE Switch & INP)," the product "2 Wire xDSL" should read "UNE 2 Wire xDSL" and under the Retail Analog column the first entry of the Retail POTS – Total (All) product should read "Retail ISDN – (2 Wire Digital)." Additionally, the Performance Standards sections for the performance measures associated with the Retail analog table were reviewed and all references to the retail comparisons were removed, since these are now set forth in the Table. Lastly, in two instances, the recommended changes were not fully typed into the red-line: in the Performance Standard for trunks in the OR-2 performance measurement and in the description of the PR-4-07 performance measurement; Attachment 1 includes these recommended changes in full.

In order to provide the Wireline Competition Bureau the appropriate time contemplated for the review of the New York PSC's changes, we understand that the 10 business days will recommence with the filing of this errata. As such, two changes scheduled to be implemented for the May 2002 data month have been rescheduled for the June 2002 data month. This change in

schedule is reflected in red-line in Attachment 2 to this errata. The Attachment also includes a red-line change to reflect the correction of one of the above typographical errors in the Retail Analog Compare Table and three instances correcting the citation of the April 2002 NY PSC Order to the October 2001 NY PSC Order.

If you have any questions, please do not hesitate to call me.

Sincerely,

Attachments

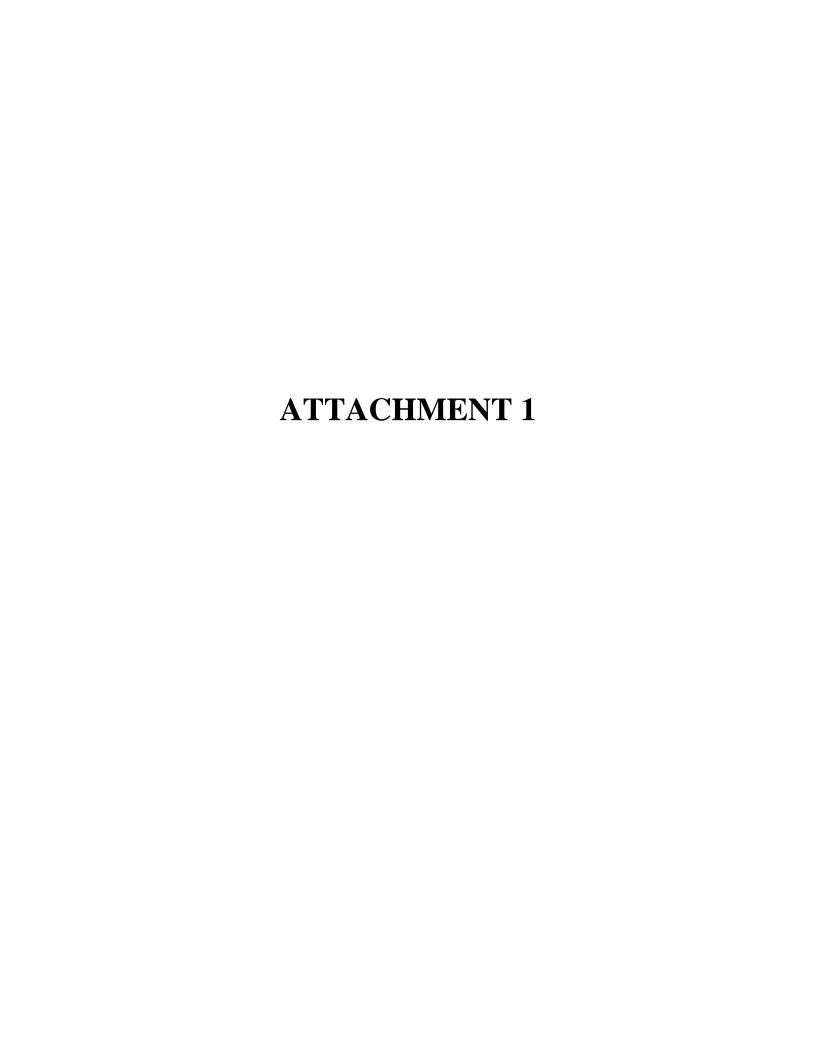
cc:

D. Johnson

W. Dever

M. Stone

D. Shiman



# Attachment A-1a

# VERIZON PERFORMANCE MEASUREMENTS BELL ATLANTIC STATES

Connecticut\*, Delaware, District of Columbia, Maine, Maryland, Massachusetts\*, New Hampshire, New Jersey, New York\*, Pennsylvania\*, Rhode Island\*, Virginia, Vermont\*, and West Virginia

# Schedule A1a – Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	18
PO-2	OSS Availability	3
OR-1	Order Confirmation Timeliness	Resale: 7
		UNE: 10
		Trunks: 1
OR-2	Reject Timeliness	Resale: 7
		UNE: 10
OD 5	0/ 17	Trunks: 1
OR-5	% Flow Through/Achieved Flow Through	Resale: 42
DD 2	C 1.1.1.1. C 'C 1N 1 CD (CT)	UNE: <u>42</u> Resale: 2
PR-3	Completed within Specified Number of Days (1-5 Lines)	UNE: 2
PR-4	Missed Appointments	Resale: 14
FK-4	Wissed Appointments	UNE: <del>19-21</del>
		Trunks: <u>42</u>
		_
PR-5	Facility Missed Orders	Resale: 4
		UNE: 5
		Trunks: 1
PR-6	Installation Quality	Resale: 4 <u>3</u>
		UNE: <u>64</u>
77.0		Trunks: 1
PR-9	Hot Cut Loops	UNE: 1
MR-2	Trouble Report Rate	Resale: 7
		UNE: 9
MD 2	15. 1D. 1 A. 1	Trunks: 1 Resale: 8
MR-3	Missed Repair Appointments	Resale: 8 UNE: 10
MR-4	Trouble Duration Intervals	Resale: 10
WIK-4	Trouble Duration intervals	UNE: 6
		Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 4
1,111	Tropout Trouble Reports	UNE: 5
		<u>Trunks: 1</u>
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	4
BI-2	Timeliness of Carrier Bill	1
	TOTAL SUB-METRICS	<del>186</del> 179

<sup>\*</sup> Reporting requirements terminated pursuant to 17 (ii) of the merger conditions following 271 approval in these states.

#### **Attachment A-1b**

# VERIZON PERFORMANCE MEASUREMENTS GTE STATES

Alabama, <u>Arizona</u>, California, Florida, Hawaii, Idaho, Illinois\*\*, Indiana, Kentucky, Michigan, Missouri, Nevada, North Carolina, Ohio\*\*, Oregon, Pennsylvania,\* South Carolina, Texas, Virginia,\* Washington, Wisconsin

**Schedule A1b** – Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	7 <u>8</u>
PO-2	OSS Availability	4
OR-1	Order Confirmation Timeliness	Resale: 6
		UNE: 16
		Trunks: 1
OR-2	Reject Timeliness	Resale: 6
		UNE: 15
OR-5	Percent Flow-Through	Resale: 2
		UNE: 2
PR-3	Completed within Specified Number of Days	Resale: 2
		UNE: 2
PR-4	Missed Due Dates	Resale: 5
		UNE: 18
		Trunks:2
PR-5	Facility Missed Orders	Resale: 2
		UNE: 6
		Trunks: 1
PR-6	Installation Quality	Resale: 2
		UNE: 7
77.0		Trunks: 1
PR-9	Coordinated Conversions	UNE: 2
MR-2	Trouble Report Rate	Resale: 2
		UNE: 7
		Trunks: 1
MR-3	Missed Repair Commitments	Resale: 2
		UNE: 7
2.55 /		Trunks: 1
MR-4	Trouble Duration Intervals	Resale: 3
		UNE: 10
1.50.5	D	Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 2
		UNE: 6
NID 1	D (F 1T 1 C DI 1	Trunks: 1
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	2
BI-2	Timeliness of Carrier Bill	1
	TOTAL SUB-METRICS	<del>155</del> <u>157</u>

<sup>\*</sup> As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachments A-1a and A-2a. \*\* Reporting requirements terminated pursuant to 17 (iii) of the merger conditions because these states have adopted a comprehensive performance plan.

Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics:

	Wholesale Service	Retail Analog
Provisioning metrics-	Resale POTS – Total	Retail POTS - Total
All where parity is	Resale 2 Wire Digital	Retail ISDN (2 Wire Digital)
standard. Exceptions	Resale 2 Wire xDSL	Retail 2 Wire xDSL
Noted below:	UNE Platform	Retail POTS - Total
	UNE POTS Loop	Retail POTS - Total
	UNE POTS- Platform & Other (UNE	Retail POTS - Total
	Switch & INP)	
	UNE Loop –New	Retail POTS- Total
	UNE 2 Wire Digital	Retail 2 Wire Digital
	UNE 2 Wire xDSL Line Sharing	Retail Line Sharing
	UNE 2 Wire xDSL Line Splitting	Retail Line Sharing
	UNE EEL	Retail DS1 <sup>1</sup>
	<u>UNE IOF</u>	Retail DS3
	UNE Specials	Retail Specials
	Resale DS0	Retail DS0
	Resale DS1	Retail DS1
	Resale DS3	Retail DS3
	Resale Specials	Retail Specials
	Resale Specials – Other	Retail Specials - Other
	<u>Interconnection Trunks</u>	IXC FGD Trunks
Exceptions for		
provisioning:		
PR-4-02	UNE 2 Wire xDSL	Retail Specials DS0
	<u>UNE IOF</u>	Retail Specials Total
	<u>UNE EEL</u>	Retail Specials Total
PR-4-05 (NJ)	2 Wire xDSL Line Sharing	<u>Infospeed</u>
	2 Wire xDSL Line Splitting	<u>Infospeed</u>
PR-6-01	UNE 2 Wire Digital	Retail POTS Dispatched
	UNE 2 Wire xDSL	Retail POTS Dispatched
Maintenance Measures:	Resale - 2 Wire Digital	Retail POTS - Total (All) <sup>2</sup> -ISDN -
ALL where parity is		(2Wire Digital)
<u>standard</u>	Resale - 2 Wire xDSL	Retail POTS - Total (All) <sup>2</sup>
	Resale POTS	Retail POTS
	Resale POTS - Residence	Retail POTS - Residence
	Resale POTS - Business	Retail POTS - Business
	Resale POTS - Total	Retail POTS - Total (Bus and Res)
	<u>UNE Platform</u>	Retail POTS - Total (Bus and Res)
	UNE Platform - Residence	Retail POTS - Residence
	UNE Platform - Business	Retail POTS - Business
	UNE Loop	Retail POTS - Total (Bus and Res)
	UNE 2 Wire Digital Services	Retail POTS - Total (All) <sup>2</sup>
	UNE 2 Wire xDSL	Retail POTS - Total (All) <sup>2</sup>
	<u>UNE Specials</u>	Retail Specials

<sup>1</sup> Retail DS1 should exclude feature changes on PRI ISDN (No dispatch)

# May 2002 – Updated 5/24/02 5:15pm 6/14/02

Resale Specials	Retail Specials	
Interconnection Trunks	IXC FGD Trunks	

<sup>2</sup> Retail POTS – Total (ALL) includes Business (simple) plus Residence (simple) plus ISDN (BRI complex)

# **Pre-Ordering (PO)**

#### **Function:**

# PO-1 Response Time OSS Pre-Ordering Interface

#### **Definition:**

- **Response Time** For PO-1-01 through –06, response time is the number of seconds between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen.
- Average Response Time Average response time is the sum of the response times divided by the number of pre-ordering queries in the report period. It is calculated separately for PO-1-01 through –06. Queries that "time-out" are excluded from the calculation of average response time.
- **Time-out** A time-out is a query for which the requested information or an error message is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.

#### **Methodology:**

The measurements for PO-1 are derived from actual CLEC transactions and from simulated pre-ordering queries generated by Verizon's simulation system for Verizon Retail transactions<sup>3</sup>. These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.

Performance to CLECs is captured by Verizon's Gateway system for each available CLEC interface<sup>4</sup>
Performance to Verizon retail is measured directly to and from Verizon's OSS. The simulation system replicates the keystrokes of a Verizon service representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing by the pre-ordering OSS. Multiple retail data dips may be required for certain transactions to match the CLEC transaction.

The simulation system generates simulated Verizon retail queries continuously throughout the day, Monday through Friday, 8 AM to 9 PM, excluding New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. At least ten Verizon retail simulated queries are generated per hour for each type of query. CLEC transactions are captured for the same time period as retail.

Each query has a unique name based on time and date. The simulation system robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction is successful or experiences an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ".ada." The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

<sup>&</sup>lt;sup>3</sup> EnView is currently used as the simulation system.

As new CLEC interfaces become available, the measurement process will be expanded to include them as well. If a CLEC interface is retired, the measurement and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

# **PO-1 OSS Response Time (continued)**

### **Exclusions:**

- Normal exclusions include Saturday, Sunday, and major holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day), as well as hours outside of the normal report period.
- Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures)
- Test IDs

### **Performance Standard:**

EDI & CORBA: For all but PO-1-04 (Product and Service Availability) Parity with Retail plus not more than 4 seconds. 4-Second difference allows for variations in functionality and additional security requirements of interface. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction.

WEB GUI: Parity with retail plus not more than 7 seconds. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction..

#### Formula:

CLEC:  $\Sigma$  Response Times for each transaction / Number of successful transactions

Retail:  $\sum$  Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.

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Company:		Geography:	•
Verizon Reta	.;1	• State	
	<del></del>	State	
CLEC Aggre	gate		
Products	CLEC Aggregate:		
	WEB GUI		
	• EDI		
	• CORBA		
Sub-Metrics -	- PO-1 Response Time OSS I	<mark>re-</mark> Order	ing Interface
PO-1-01	Average Response Time – Custon	mer Service	Record
Calculation	Numerator		Denominator
	Sum of all response times for CSR	2	Number of CSR transactions
	transactions.		
PO-1-02	Average Response Time – Due D	ate Availabi	ility
Calculation	Numerator		Denominator
	Sum of all response times for Due	Date	Number of Due Date availability transactions
	Sum of all response times for Due Availability.	Date	Number of Due Date availability transactions
PO-1-03			·
PO-1-03 Calculation	Availability.		·
	Availability.  Average Response Time – Addre	ess Validatio	n
	Availability.  Average Response Time – Addre  Numerator	ess Validatio	n Denominator
	Availability.  Average Response Time – Addre  Numerator  Sum of all response times for Addre	ess Validatio	Denominator  Number of address validation transactions.
Calculation	Availability.  Average Response Time – Addre  Numerator  Sum of all response times for Addre  Validation.	ess Validatio	Denominator  Number of address validation transactions.
Calculation PO-1-04	Availability.  Average Response Time – Addre  Numerator  Sum of all response times for Addre Validation.  Average Response Time – Produ	ress Calidatio	Denominator  Number of address validation transactions.  Availability

Sub-Metrics – (continued) Response Time OSS Pre-Ordering Interface				
PO-1-05	Average Response Time – Telephone Number Availability & Reservation <sup>5</sup>			
Calculation	Numerator Denominator			
	Sum of all response times for TN	Number of TN Availability/Reservation		
	Availability/Reservation. transactions.			
PO-1-06	Average Response Time – Facility Availabil	ity (Loop Qualification)		
Calculation	Numerator Denominator			
	Sum of all response times for Loop	Number of Loop Qualification transactions		
	Qualification.			

<sup>&</sup>lt;sup>5</sup> While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For Verizon retail representatives this is a required two step process requiring two separate transactions.

# PO-2 OSS Interface Availability

#### **Definition:**

"OSS Interface Availability" measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon service representatives and CLEC service representatives obtain preordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Verizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

# Scheduled Availability

- · Prime Time: 6 AM to 12:00 Midnight EST Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 to 5:59 AM EST Monday through Saturday, and <u>all day Sundays</u> and Holidays Holidays for PO-2 include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Separate measurements will be performed for each of the following: Pre-Ordering CORBA, Pre-Ordering/Ordering/EDI, Pre-Ordering/Ordering/Maintenance Web GUI. <u>Each availability interface is measured separately.</u>

#### **Methodology:**

Verizon will use EnView as a means of monitoring all Verizon systems, including retail OSS. However, Verizon will measure reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. Additionally if a Verizon outage affects only one CLEC, the system availability will be adjusted to reflect that CLEC's outage. For example, if a single CLEC experienced a 3 hour outage, due to a Verizon problem, system outage would be counted, on a pro-rated basis. In this way, outages that impact a single CLEC, but that do not necessarily show up in EnView will be captured. EnView will be used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage would be included as if the entire CLEC population experienced the outage.

EnView measurement of availability of the interfaces will be as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed separately for each interface type. The hours of the day are divided into 6-minute measurement periods.

If the interface for any Pre-Order transaction type in a 6-minute measurement period has at least one successful transaction, then the interface is considered available. Unavailable time is calculated only when all interface transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6-minute measurement period is counted as "unavailable". If it is determined that no transactions were issued, then the 6-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface (EDI/WEBGUI/CORBA) problem. Availability is calculated by dividing the total number of 6-minute measurement periods in a 24-hour day (excluding unmeasured 6-minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100. For example, there are potentially 180 6-minute measurement periods in a 18-hour period. If two 6-minute measurement periods lack successful transactions, then availability equals  $(1-(2/180)) \times 100 = 98.89\%$  Availability.

# Methodology – PO-2 OSS Availability (continued)

Trouble Logs: Verizon will make available for inspection by the CLEC logs of CLEC reports that the interface is not available.

#### **Exclusions:**

The following exclusions will apply

- Troubles reported but not found in Verizon
- Troubles reported by a CLEC that were not reported to Verizon's designated trouble reporting point.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with Verizon Change Management Guidelines.
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).
- Test IDs

### **Performance Standard:**

Metric: PO-2-02 (Prime Time): ≥ 99.5%

#### Formula:

[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours

scheduled)] x 100		cheduled hours not available) / (tvalhoer of hours	
Report Dimer	nsions:		
Company:		Geography:	
CLEC A	aggregate	<ul> <li>North (CT, MA,NH, NY, ME, RI, VT)</li> <li>South (DC, DE, MD, NJ, PA, VA, WV)</li> </ul>	
Products	<ul><li>Web GUI (Pre-Order, Order and Repair)</li><li>EDI (Pre-Order and Order)</li></ul>		
<b>Sub-Metrics:</b>	CORBA (Pre-Order)		
PO-2-02	OSS Interface Availability – Prim	e Time	
Calculation	Numerator	Denominator	
	(Number of Prime Time Hours in M (multiplied by the number of availal interfaces)—minus the—(Number of Time Hours in Month Interface is no available).	ele -multiplied by the number of available interfaces.	

# Ordering (OR)

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#### **OR-1** Order Confirmation Timeliness

#### **Definition:**

#### Resale & UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request date and time stamp and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than 6 lines – with accounts that include more than 5 lines that must be rearranged will be treated as 6 lines or greater. Note: Orders are considered distributed at the time Verizon sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within Verizon's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent. For EDI/NetLink Orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

<u>Percent of Orders Confirmed On Time:</u> The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Physical Facility Checks: are completed on orders (submitted via LSR) with more than five (5) lines. Note: Orders for UNE Specials DS0 EELs (Loop and Backbone) will change from the LSR format to the ASR format. The UNE DS0 EEL orders submitted via ASRs will still require physical facility checks on orders with more than five (5) lines. All other UNE Specials DS0 orders are still submitted using the LSR format. UNE Specials and DS0 orders for more than 5 lines require a facilities check.

*Facility Checks*: Orders for UNE Specials DS1 and above are submitted via ASR. All of these ASR orders get facility checks through REQNET system.

Note: Orders for UNE Specials DS0 EELs (Loop and Backbone) will be submitted via ASRs. All other UNE Specials DS0 orders are still submitted using the LSR format. UNE Specials DS0 EELs do not automatically require facility checks through REQNET. UNE Specials DS0 EELs will require facility checks if the order is more than five (5) lines.

#### Trunks:

The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.

#### Notes:

- (1) LSRs only are contained in the PON Master File.
- (42) Rejected Orders Orders failing "Basic front-end edits" <sup>6</sup> submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
- (2\_3) For LSRs only, effective with the capability to identify resent confirmations due to Verizon error, Verizon will include in the Order confirmation Timeliness measurement CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon's error in initial confirmation<sup>7</sup>. The measurements are based on confirmed orders.
- (34) If no order confirmations time exists due to a missing order confirmations, for LSRs only, Verizon will use the completion notification time.
- (45) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.
- (56) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.

<sup>&</sup>lt;sup>6</sup> Basic front-end edits – see Glossary.

Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon reasons are not counted as resent confirmations.

#### **Exclusions:**

#### Resale & UNE:

- Verizon Test Orders<sup>8</sup>
- Test IDs
- Weekend and Holiday Hours (Other than Flow-through) Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow through requests. Holidays vary by state and are published on the Verizon Web Site.
- SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines.
- Any order (PON) designated by a CLEC to be excluded (e.g., special projects). CLEC must provide written authorization for any exclusion. (This applies to any metric as specified by CLEC)
- Verizon Affiliate data (where it exists), or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)
- DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete)

Report Dimensions			
Company: Geography:			
CLEC Aggregate	• State		
CLEC Specific			

<sup>8</sup> Verizon-Test Orders – see Glossary.

Performance	Standard: OR-1	Order Confirmation	<b>Fimelines</b>	SS
95% On Time A	ccording to schedule	below:		
Resale:	-	UNE:		Interconnection Trunks:
Electronically Submitted Orders:  POTS/Pre-Qualified Complex:  Flow-Through Orders: 2 Hours  Orders with < 6 Lines: 24 Hours  Orders with ≥ 6 Lines: 72 Hours  Complex Services) (requiring manual loop qualification)  2 wire Digital Services: 72 hours  2 Wire xDSL Services: 72 hours  Special Services:  Orders with < 6 Lines: 48 Hours  Orders with ≥ 6 Lines: 72 Hours  Orders with ≥ 6 Lines: 72 Hours		Electronically Submitted Orders  POTS/Pre-Qualified Complex:  Flow-Through Orders: 2 Hower of the Potential Potenti	ours ours ours hours ours ours Note: ot apply to Ls>6 lines., ed via ASR. ours ours s > 6 lines	Electronically Submitted Orders:  Firm Order Confirmation:  • ≤ 192 Trunks: 10 Business Days  Faxed/Mailed Orders: Add 24 Hours to intervals above
Sub-Metrics OR-1-02	% On Time I SR	C - Flow Through		
Products	<ul> <li>% On Time LSRC – Flow Through</li> <li>Resale:         <ul> <li>POTS/Pre-Qualified Complex</li> </ul> </li> </ul>		<ul><li><i>UNE</i>:</li><li>POTS/Pre-Qualified Complex – Loop</li><li>Platform</li></ul>	
Calculation	N	Numerator		Denominator
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than or equal to two (2) hours for specified product.			mber of flow through LSRs confirmed fied product.
OR-1-04		C/ASRC < 6 Lines (Electron	nic – No Fl	ow Through)
Products	Resale:  POTS/Pre-Qu  Vire Digital  Wire xDSL  Specials		<ul><li>Platf</li><li>2 Wi</li></ul>	ire xDSL Services
Calculation	N	Numerator		Denominator
	than 6 lines, sent w	nic LSRCs/ASRCs for less where confirmation date and on date and time is less than adard for specified product.		mber of electronic LSRs/ASRs for less less confirmed for specified product.
OR-1-06		C/ASRC ≥ 6 Lines (Electron	nic)	

 $<sup>^9\,</sup>$  Also includes orders requiring facility verification as specified on the Verizon Web-site for product intervals.

Where the separate data affiliate exists, re-sold xDSL services will not be included.

# May 2002 – Updated 5/24/02 5:15pm 6/14/02

Products	Resale:	<ul> <li>UNE:</li> <li>POTS/Pre-qualified Complex – Loop</li> <li>Platform</li> <li>Specials<sup>11</sup></li> </ul>
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRCs for 6 or more lines, sent where confirmation date and time less submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs for 6 or more lines, confirmed for specified product.

UNE DS0 EELs (Loop and Backbone) are ordered via ASR. All other UNE DS0s are ordered via LSR. Orders >= 6 lines require a facility check.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-12	% On Time FOC	
Products	Trunks:  • CLEC Trunks (≤ 192 Forecasted Trunks)	
Calculation	Numerator	Denominator
	Number of orders confirmed within the specified interval for the product type	Number of orders received (electronically and faxed) confirmed by product type

# **OR-2** Reject Timeliness

#### **Definition:**

# Reject Response Time:

The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject, both based on date and time stamp. Note: Orders are considered distributed at the time Verizon sends an order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within Verizon's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

#### Percent of Orders Rejected On Time:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards. Notes:

- (1) LSRs only are contained in the PON Master File.
- (42) Rejected Orders Orders failing "Basic front-end edits" submitted via LSR are not placed in the PON Master File. File; therefore, they are not included in the calculation.
- (23) Measurements are based on rejected orders.
- (34) The Ordering sub-metrics data reported in the monthly C2C reports only include orders rejected in the calendar month.
- (45) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.

#### **Exclusions:**

- Verizon Test Orders
- Test IDs
- Duplicate Rejects Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Weekend and Holiday Hours (Other than Flow-through) Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests. . Holidays vary by state and are published on the Verizon Web Site.
- SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines.
- Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)
- DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete)

<b>Report Dimensions:</b>		
Company:	Geography:	
<ul> <li>CLEC Aggregate</li> </ul>	• State	
<ul> <li>CLEC Specific</li> </ul>		
<b>Performance Standard:</b>		
95% On Time According to schedule be	elow:	
Resale:	UNE:	Interconnection Trunks:

Basic front-end edits – see Glossary.

#### **Electronically Submitted Orders: Electronically Submitted Orders: Electronically Submitted Orders:** POTS/Pre-Qualified Complex: POTS/Pre-Qualified Complex: Flow-Through Orders: 2 Hours Flow-Through Orders: 2 Hours ≤ 192 Trunks: <del>10\_less than or equal to</del> Orders with < 6 Lines: 24 Hours Orders with < 6 Lines: 24 Hours seven (7) Business Days Orders with ≥ 6 Lines: 72 Hours Orders with ≥ 6 Lines: 72 Hours Faxed/Mailed Orders: Add 24 Hours to Complex Services) (requiring manual loop Complex Services (requiring manual loop intervals above qualification) qualification) 2 wire Digital Services: 72 hours 2 Wire Digital Services: 72 hours 2 Wire xDSL Services: 72 hours 2 Wire xDSL Services: 72 hours Special Services: Special Services: Orders with < 6 Lines: 48 Hours Orders with < 6 Lines: 48\_Hours Note: Orders with $\geq$ 6 Lines: 72 Hours <sup>13</sup> The 48 hour standard does not apply to UNE Specials (DS0 EELs>6 lines, DS1 and above) received via ASR. Orders with $\geq$ 6 Lines: 72 Hours<sup>13</sup> (includes UNE DS0 EELs >6 lines and UNE DS1s and above)

Sub-Metrics -	- OR-2 Reject Timeliness	
OR-2-02	% On Time LSR Reject – Flow Through	
Products  Calculation	Resale:  POTS/Pre-Qualified Complex  Numerator	<ul> <li>UNE:</li> <li>POTS/Pre-Qualified Complex – Loop</li> <li>Platform</li> </ul> Denominator
	Number of electronic rejects sent where reject date and time less submission date and time is less than or equal to two-(2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.
OR-2-04	% On Time LSR/ASR Reject < 6 Lines (Elec	tronic – No Flow Through)
Products	<ul> <li>Resale:</li> <li>POTS/Pre-Qualified Complex</li> <li>2 Wire Digital Services</li> <li>2 Wire xDSL Services <sup>14</sup></li> <li>Specials</li> </ul>	<ul> <li>UNE:</li> <li>POTS/Pre-Qualified Complex – Loop</li> <li>Platform</li> <li>2 Wire Digital Services</li> <li>2 Wire xDSL Services</li> <li>Specials</li> </ul>
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders less than or equal to the standard for orders less than 6 lines for specified product.	Total number of LSRs/ASRs electronically submitted for less than 6 lines rejected for specified product.
OR-2-06	% On Time LSR/ASR Reject ≥ 6 Lines (Elec	tronic)
Products	Resale:  POTS/Pre-qualified Complex  Specials	<ul> <li>UNE:</li> <li>POTS/Pre-qualified Complex – Loop</li> <li>Platform</li> <li>Specials</li> </ul>
Calculation	Numerator	Denominator

Also includes orders requiring facility verification as specified in the <u>Verizon Web-site for product</u> intervals appendix.

Where the separate data affiliate exists, re-sold xDSL services will not be included.

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	Number of electronic rejects sent where rejects date and time less submission date and time is within standard for orders 6 or more lines for specified product.	Total number of LSRs/ASRs electronically submitted for 6 or more lines rejected for specified product.
OR-2-12	% On Time Trunk ASR Reject	
Products	Trunks:	
	CLEC Trunks	
Calculation	Numerator	Denominator
	Count of Number of rejected trunk orders that meet reject trunk standard(less than or equal to) (10 days). seven (7) business days.	Count of Number of rejected trunk orders for less than or equal to 192 trunks.

# OR-5 Percent Flow-Through 15

#### **Definition:**

<u>Total Flow-Through</u>: The percent of valid orders received through the electronic ordering Gateway and processed directly to the legacy service order processor without manual intervention. These service orders require no action by a Verizon\_service representative to type an order into the service order processor. This is also known as "ordering" flow-through.

<u>% Flow Through Achieved</u>: % of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status.

Note: Rejected Orders – Orders failing "Basic front-end edits" <sup>16</sup> <u>submitted via LSR</u> are not placed on Completed PON Master File; <u>therefore</u>, they are not included in the calculation. <u>ASRs</u> do not flow-through by design, and are not included in the OR-5 metric. <u>LSRs</u> only are contained on the PON Master File.

#### **Exclusions:**

- Verizon Test Orders
- Test IDs
- Orders sent via US Mail or Fax
- From Achieved Flow Through: Orders not eligible to flow through (i.e., order types that are not designed to flow through); Orders on Verizon accounts where business rules require manual intervention, such as pending orders, Verizon\_blocking, contractual issues such as special touch tone requirements (designed to ensure timely billing completion); and Orders with CLEC input errors, such as typographical errors and failure to abide by specified business rules. [specific error codes to be provided in separate attachment; specific exclusions under development with NYPSC]
- Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

#### **Performance Standard:**

No Standard Developed for Total Flow-Through <sup>17</sup>. To be developed within 6 months of merger close.

#### **Report Dimensions** Company: Geography: State **CLEC Aggregate Sub-Metrics** OR-5-01 % Flow Through – Total **Products** Resale **UNE** Calculation Numerator Denominator Sum of all orders that flow through Total number of LSR/ASR records (orders) for (FLWTHRU-CAND-IND = '1') for specified product. specified product. OR-5-03 % Flow Through Achieved **UNE Products** Resale Calculation Numerator Denominator

While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close. Significant development is underway in NY in the development of exclusions for flow through achieved which will enable a recommendation for a metric and standard.

Basic front-end edits – see Glossary.

NY PAP special provisions includes an 80% threshold for total flow through and 95% Achieved.

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Count Number of orders that flow through	Count-Number of flow through eligible orders
(FLWTHRU-CAND-IND='1') for specified	
product	

# **Provisioning (PR)**

#### **Function:**

# PR-3 Completed within Specified Number of Days (1-5 Lines)

#### **Definition:**

• For POTS orders with 5 or fewer lines, the percent of orders completed in five business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received. Orders received after 5:00 p.m. are counted as received the next business day. Note: Holidays vary by state and are published on the Verizon Web Site.

#### **Exclusions:**

- Verizon Test Orders.
- Test IDs
- Disconnect Orders.
- Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code). Orders that should be X appointment coded. Verizon will work to correct any orders with an incorrect appointment code.
- Verizon Administrative orders. <sup>18</sup>
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.
- Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)

# **Performance Standard:**

Parity with Verizon Retail.

See Interval Guid	le for specific products and services.	
<b>Report Dimer</b>	nsions	
Company:		Geography:
<ul> <li>Verizon</li> </ul>	Retail	• State
CLEC A	aggregate	
CLEC S	pecific	
Products	Retail:	UNE:
(For all	<del>POTS Total</del>	• POTS – Platform & Other (UNE Switch & INP)
PR-3)	Resale:	
	POTS - Total	
<b>Sub-Metrics</b>		
PR-3-08	% Completed in 5 Days (1-5 Lines –	- No Dispatch)
Calculation	Numerator	Denominator
	Count Number of POTS orders with 1	to 5 Count-Number of No Dispatch POTS orders
	lines where completion date less applic	cation with 1 to 5 lines.
	date is 5 or fewer days.	
PR-3-09	% Completed in 5 Days (1-5 Lines –	- Dispatch)
Calculation	Numerator	Denominator

Verizon Administrative Orders – See Glossary

# May 2002 – Updated 5/24/02 5:15pm 6/14/02

CountNumber of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.

<u>Count Number</u> of Dispatch POTS orders with 1 to 5 lines.

# **PR-4 Missed Appointments**

#### **Definition:**

The Percent of Orders completed after the commitment date.

<u>LNP:</u> The percent of orders completed on Time (not early)

DSL Loops are considered complete if completed on time on the due date. Verizon utilizes serial numbers where CLECs provide them to support on-time performance measures.

<u>Trunks:</u> Includes reciprocal trunks from Verizon to CLEC. <u>For PR-4-15, t</u>The percentage of <u>trunks</u> completed <del>for which there was a missed appointment.on or before the order due date.</del>

Metric PR-4-15 includes orders that were Customer Not Ready (CNR), and were completed in the report month.

#### **Exclusions:**

- Verizon Test Orders
- Test IDs
- Disconnect Orders
- Verizon Administrative orders <sup>19</sup>
- Additional Segments <sup>20</sup> on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.
- For Delay Days: for orders with both a Verizon miss and a customer/CLEC miss, delay days attributable to the customer/CLEC are excluded.
- Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)
- For PR-4-14 (% On Time 2 Wire xDSL Loops) orders completed late due to facility problems
- For PR-4-05 Line Sharing SDA or separate office or division providing xDSL exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL.
- For PR-4-04 2 Wire Digital only exclude orders missed for facility reasons.

#### **Performance Standard:**

Parity with Verizon Retail

Note: Where the SDA or separate office or division providing DSL is using line sharing, for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable. NJ: Parity with retail "Infospeed" (DSL Service) where it exists.

Retail Comparison for IOF is Retail DS3 and for EEL is Retail DS1 (Except for PR-4-02 where comparison is total specials)

LNP: 95% on Time

PR-4-02 CLEC Trunks: None – Analysis Only

PR-4-14: 2 Wire xDSL Loops: 95% on Time

PR-4-15: CLEC Trunks: 95% on Time

Retail comparison for PR-4-02 xDSL loops is retail specials DS0

#### **Report Dimensions**

	Report Dimensions		
Company:		Geography:	
	<ul> <li>Verizon Retail/SDA</li> </ul>	• State	
	<ul> <li>CLEC Aggregate</li> </ul>		
	CLEC Specific		
	_		

Verizon Administrative Orders – See Glossary

Segments – See Glossary

	<ul> <li>PR-4 Missed Appointment</li> </ul>	S		
PR-4-01	% Missed Appointment – Veriz	on – Total		
Description	The Percent of Orders completed	after the comr	nitment date due t	o Verizon reasons.
Products	Retail: - Specials Other - DS0 - DS1 - DS3 - IXC FGD Trunks  • 2 Wire xDSL Services Resale: • Specials- Other • DS0 • DS1 • DS3 • 2 Wire xDSL <sup>21</sup>		UNE:  • EEL  • IOF  • Specials (Or  • DS0  • DS1  • DS3  Trunks:  - CLEC Trunks	ther)
Calculation	Numerator			Denominator
	Count Number of Orders/Trunks Order completion date is greater t order due date due to Company R product group	han the	Count Number of for product	of Orders/ <del>Trunks</del> Completed group.
PR-4-02	Average Delay Days – Total			
Description	For orders missed due to Verizon reasons, the average number of days between committed due date and actual work completion date, attributable to Verizon.			
Products	Retail:	UNE:		Trunks:
	-POTS -2 Wire Digital -2 Wire xDSL -Specials -DS0 -IXC FGD Trunks Resale: - POTS -2 Wire Digital -2 Wire xDSL -2 Specials	<ul> <li>POTS L</li> <li>Platform</li> <li>2 Wire I</li> <li>2 Wire x</li> <li>Specials</li> <li>EEL</li> <li>IOF</li> </ul>	Digital DSL	CLEC Trunks
Calculation	-2 Wire Digital -2 Wire xDSL -Specials -DS0 -IXC FGD Trunks Resale: - POTS - 2 Wire Digital - 2 Wire xDSL - Specials - Specials - Numerator	<ul> <li>Platform</li> <li>2 Wire I</li> <li>2 Wire x</li> <li>Specials</li> <li>EEL</li> <li>IOF</li> </ul>	Digital and the control of the contr	• CLEC Trunks
Calculation	-2 Wire Digital -2 Wire xDSL -Specials -DS0 -IXC FGD Trunks Resale: - POTS - 2 Wire Digital - 2 Wire xDSL - Specials	<ul> <li>Platform</li> <li>2 Wire I</li> <li>2 Wire x</li> <li>Specials</li> <li>EEL</li> <li>IOF</li> </ul>	Digital and the control of the contr	• CLEC Trunks

Where the separate data affiliate exists, re-sold xDSL services will not be included.

Where the separate data affiliate exists, re-sold xDSL services will not be included.

# May 2002 – Updated <del>5/24/02 5:15pm</del> 6/14/02

Description	The Percent of Dispatched Orders completed af	ter the commitment date, due to Verizon reasons.
Products	Retail: POTS  2 Wire Digital  Resale: POTS 2 Wire Digital	UNE:  • Platform  • Loop – New  • 2 Wire Digital
Calculation	Numerator	Denominator
	Count Number of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.	Count Number of Dispatched Orders Completed for product group.

Sub-Metrics	PR-4 Missed Appointments (continued)	
PR-4-05	% Missed Appointment – Verizon – No Dispatch	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon	
	reasons.	
Products	Retail/SDA:	UNE:
	POTS	• Platform
	2 Wire Digital	• 2 Wire xDSL Line Sharing
	-2 Wire xDSL Line Sharing (Infospeed for	• 2 Wire xDSL Line Splitting
	NJ where it exists)	
	Resale:	
	• POTS	
	2 Wire Digital	
Calculation	Numerator	Denominator
	Count Number of No Dispatch Orders where	Count Number of No Dispatch Orders
	the Order completion date is greater than the	Completed for product group.
	order due date due to Company Reasons for	e e e e e e e e e e e e e e e e e e e
	product group.	
PR-4-07		
	% On Time Performance – LNP Only	**************************************
Description	Percent of all LNP orders (including both the Tr	
	trigger is in place one business day before the dis	
	on or after 11:59PM of the due date. For LNP or	
	orders completed in translation on or after <u>due date and time</u> on <u>the</u> order. Reported in Aggregate. Telephone Numbers—Orders disconnected early are considered not met.	
Products	UNE:	ected earry are considered not met.
Troducts	● LNP	
Calculation	Numerator Denominator	
	Count of LNP orders, where port trigger is	Count Number of LNP orders completed:(1
	completed one (1) day before frame due time (as	
	scheduled on order) and retail disconnect is	
	completed on or after committed time frame.	
	Number of LNP orders (1 order = Trigger order	
	and disconnect order), where port trigger is	
	completed one (1) business day before the due	
	date and the retail disconnect is completed on or	
	after 11:59PM of the due date.	
PR-4-14	% Completed On Time – 2 Wire xDSL Loops	
Description	% of 2 wire xDSL Loops completed on time	
Products	UNE:	
Calculation	2 Wire xDSL Loops     Numerator	Denominator
Culculation	Count-Number of all orders completed on or	Count of all orders completed Number of
	before the due date	completed orders minus any orders delayed
	before the due date	for customer reasons.
		TOT CUSTOMICI TCUSOMS.

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PR-4-15	% On Time Provisioning - Trunks	
<b>Description</b>	The percent of trunks completed on or before the order due date.	
<b>Products</b>	Trunks	
	• CLEC Trunks	
<b>Calculation</b>	<u>Numerator</u>	<b>Denominator</b>
	The number of trunks where the order completion date is less than or equal to the order due date.	The number of trunks completed within the month.

# **PR-6 Installation Quality**

#### **Definition:**

The percent of lines/circuits/trunks installed in the calendar month where a reported trouble was found in the network within 30 days (and within 7 days for POTS services) of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.

#### **Exclusions:**

- Subsequent reports (additional customer calls while the trouble is pending)
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no
  customer has reported a trouble.
- Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
- For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing exclude orders that are ordered by the SDA, separate office or division providing xDSL and used to provide resold DSL.
- Test IDs

#### Formula:

Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100

#### **Performance Standard:**

Parity with Verizon Retail For Found Troubles

For PR-6-02 Loop Hot Cuts:  $\leq 2\%$ 

For PR 6 01 2 wire xDSL the retail comparison is retail POTS dispatched

# **Report Dimensions**

Company:	Geography:
<ul> <li>Verizon Retail</li> </ul>	• State
CLEC Aggregate	
CLEC Specific	

Sub-Metrics				
PR-6-01	% Installation Troubles reported within 30 Days			
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
Products	Retail:	UNE:	Trunks:	

	within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).		
Products	Retail:  -ISDN  -POTS  -Specials  -IXC FGD Trunks  Resale:  • 2 Wire Digital  • 2 Wire xDSL <sup>23</sup> • Specials	UNE: • 2 Wire Digital • 2 Wire xDSL • Specials	Trunks: • CLEC Trunks
Calculation	Numerator	Denominator	

Where the separate data affiliate exists, re-sold xDSL services will not be included.

# May 2002 – Updated <del>5/24/02 5:15pm</del> 6/14/02

	Count Number of central office	Total Lines installed in calendar month	
	and outside plant loop		
	(disposition code 03, 04 and 05)		
	troubles with installation activity		
	within 30 days of trouble report.		
PR-6-02	% Installation Troubles reported within 7 Days		
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).		
Products	Retail: Resale: UNE:  POTS-Loop Hot Cut		
Calculation	Numerator	Denominator	
	Count Number of central office and	d outside Total Lines installed in calendar month	
	plant loop (disposition code 03, 04 a	and 05)	
	troubles with installation activity wi	rithin 7 days	
	troubles with histaliation activity wi	Tillii 7 days	

# PR-9 Hot Cut Loops

#### **Definition:**

A Hot Cut is considered complete when the following occurs:

1. Work is done at (1) appointed frame due time (FDT) as noted on the LSRC or (2) at a time mutually agreed upon by the RCCC/CLEC; and the work is completed within (1) prescribed interval as noted in the C2C guidelines or (2) mutually accepted interval (i.e., project completes by a certain date).

A Hot Cut is considered missed when one of the following occurs:

- 1. Premature disconnect called into 1-877-Hot Cuts (otherwise would probably be captured as Retail trouble)
- 2. Work not done (i.e., not turned up to CLEC by some means (email, VMS, direct call) by close of intervals noted in standards below due to a Verizon reason (i.e., HFC, late turn up, due date pushed out due to Verizon action)

#### **Exclusions:**

- Verizon Test Orders
- Test IDs
- Verizon Administrative orders <sup>24</sup>
- Additional Segments <sup>25</sup> on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)

### **Performance Standard:**

Hot Cuts: 95% completed within window.

Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

1 to 9 lines: 1 Hour 10 to 49 lines: 2 Hours 50 to 99 lines: 3 Hours 100 to 199 lines: 4 Hours 200 plus lines: 8 Hours

If IDLC is involved – Start time is within 4 Hour Window (8AM to 12 Noon or 1PM to 5PM)

Report Difficultions				
Company:	Geography:			
CLEC Aggregate	• State			
CLEC Specific				

#### **Sub-Metrics**

PR-9-01	% On Time Performance – Hot Cut		
Description	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early, and orders cancelled during or after a defective cut due to Verizon reasons are considered		
	not met.		
Products	UNE:		
	Loop – Hot Cut (Coordinated Cut-over)		
Calculation	Numerator	Denominator	
	Count Number of hot cut (coordinated) loop orders (With or without number portability) completed within commitment window (as	Count Number of hot cut (coordinated) loop orders completed.	

Verizon Administrative Orders – See Glossary

<sup>25</sup> Segments – See Glossary

# Maintenance and Repair (MR)

#### **Function:**

## **MR-2 Trouble Report Rate**

#### **Definition:**

<u>Report Rate</u>: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. "Loop" equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office).

UNE Loop is defined as 2 wire analog loop.

#### **Exclusions:**

- Report rate excludes Subsequent reports (additional customer calls while the trouble is pending)
- Troubles reported on Verizon official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble
- Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
- Test IDs

Excluded from Total (MR-2-01) and Loop/CO (MR-2-02 & MR-2-03) report rates:

- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

From MR-2-02 & MR-2-03 for 2 wire xDSL:

• Installation Troubles (I Codes)

#### **Performance Standard:**

Report Rate:

Parity with Verizon Retail

Note: Retail compare for 2 Wire Digital and 2 Wire xDSL is POTS Total.

Count Number of All trouble Reports with

found network troubles (trbl\_cd is FAC or CO)

Trunk Retail Equivalent = IXC FGD.

#### **Report Dimensions** Company: Geography: Verizon Retail State **CLEC Aggregate CLEC Specific Sub-Metrics** MR-2-01 **Network Trouble Report Rate** UNE: **Products** Retail: Trunks: **Specials CLEC Trunks** Specials IXC FGD Trunks Resale: Specials Calculation Numerator **Denominator**

in service

Count Number of Lines or specials or trunks

<b>Sub-Metrics</b> -	Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-02	Network Trouble Report Rate – Loop		
Products	Resale:  POTS  Resale:  POTS  2 Wire Digital  2 Wire xDSL 26	UNE:  • Platform  • Loop  • 2 Wire Digital Services  • 2 Wire xDSL Services	
Calculation	Numerator Denominator		
	Count-Number of all loop trouble reports (Disposition Code of 03 and 04)	Count-Number of Lines in service	
MR-2-03	Network Trouble Report Rate – Central Office		
Products	Retail/SDA:  POTS Total Resale:  POTS  2 Wire Digital  2 Wire xDSL  27	UNE:  • Platform  • Loop  • 2 Wire Digital Services  • 2 Wire xDSL Services	
Calculation	Numerator	Denominator	
	Count Number of all central office trouble Reports (Disposition Code of 05)	Count Number of Lines in service	

Where the separate data affiliate exists, re-sold xDSL services will not be included.

Where the separate data affiliate exists, re-sold xDSL services will not be included.

# **MR-3 Missed Repair Appointments**

#### **Definition:**

The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Loop is defined as disposition Codes 03 plus 04 and are always dispatched.

<u>Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.</u>

#### **Exclusions:**

- Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval
- Excludes Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble
- Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
- Test IDs
- Sub-metric MR-3-02 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** once and **OUT** once, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction).

### **Performance Standard:**

Parity with Verizon Retail

Note: Retail compare for 2 Wire Digital and 2 Wire xDSL is POTS Total

# Report Dimensions Company: • Verizon Retail • CLEC Aggregate • CLEC Specific Geography: • State

#### **Sub-Metrics**

Sub Metres		
MR-3-01	% Missed Repair Appointment – Loop	
Products	Retail/SDA:  POTS Residence POTS Business POTS Total <sup>28</sup> Resale:  POTS – Residence POTS – Business  Wire Digital Wire xDSL <sup>29</sup>	UNE:  • Platform – Residence • Platform - Business • Loop • 2 Wire Digital • 2 Wire xDSL

For comparison to UNE Loop

Where the separate data affiliate exists, re-sold xDSL services will not be included.

Calculation	Numerator	Denominator
	Count Number of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499).	Count Number of Loop Troubles (disposition codes 03 and 04).
MR-3-02	% Missed Repair Appointment – Central Offic	e
Products	Retail/SDA:  POTS Residence POTS Business POTS Total <sup>30</sup> Resale: POTS Residence POTS - Residence POTS - Business 2 Wire Digital 2 Wire xDSL Services 31	<ul> <li>UNE:</li> <li>Platform– Residence</li> <li>Platform - Business</li> <li>Loop</li> <li>2 Wire Digital</li> <li>2 Wire xDSL</li> </ul>
Calculation	Numerator	Denominator
	Count Number of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).	Count-Number of Central Office Troubles (disposition code 05).

For comparison to UNE Loop

Where the separate data affiliate exists, re-sold xDSL services will not be included.

## **MR-4 Trouble Duration Intervals**

#### **Definition:**

For <u>POTS(Resale & Platform)</u>-type services this is measured on a "running clock" basis. Run clock includes weekends and holidays.

For UNE Loop, UNE 2 wire Digital Loop and UNE 2 wire xDSL Loop services this is measured on a limited stop clock basis. A stop clock will be used when the premise access, provided by the CLEC and their end user, is after the offered repair interval. This would apply to dispatched out tickets only. (For example if access is not available on a weekend, the clock would stop at 5PM on Friday and resume Monday at 8AM).

For <u>Special Services</u>-type services and interconnection trunks, this is measured on a "stop clock" basis (<u>i.e.</u>, the clock is stopped when CLEC testing is occurring, Verizon is awaiting carrier acceptance, or Verizon is denied access).

Out of Service Intervals: The percent of Network Troubles that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into Verizon's designated trouble reporting interface either directly by the CLEC or by a Verizon representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: y" equals hours out of service (12 or 24 hours). [new para]
For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (trbl ed is "FAC" or "CO").

<u>Verizon uses single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables</u>
<u>Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.</u>

#### **Exclusions:**

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble
- Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
- Test IDs
- Sub-metric MR-4-03 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** once and **OUT** once, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction).

For troubles where the stop clock is used:

• The time period from when the stop clock is initiated until the time when the clock resumes.

## **Performance Standard:**

Parity with Verizon Retail

Note: Retail compare for 2 Wire Digital and 2 Wire xDSL is POTS Total.

### **Report Dimensions**

Report Dimensions		
Company:	Geography:	
Verizon Retail	• State	
CLEC Aggregate		
CLEC Specific		

#### **Sub-Metrics**

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MR-4-01	Mean Time To Repair – Total		
Products	Retail: - Specials  Resale: - Specials		
Calculation	Numerator	Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials – excludes stop time))	Count Number of central office and loop troubles (disposition codes 03, 04 and 05.)	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-02	Mean Time To Repair – Loop Trouble			
Products	Retail:  POTS RES  POTS BUS  Resale:  POTS RES  POTS BUS			
Calculation	Numerator	Denominator		
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)	Count Number of loop troubles (disposition codes 03 and 04)		
MR-4-03	Mean Time To Repair - Central Office Troubl	e		
Products	Retail:  POTS RES  POTS BUS  Resale:  POTS RES  POTS BUS			
Calculation	Numerator Denominator			
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)	Count Number of Total central office troubles (disposition codes 05)		
MR-4-07	% Out of Service > 12 Hours			
Products				
Troducts	Retail:  • IXC FGD Trunks	Trunks: • CLEC Trunks		
Calculation				
	Numerator  Count Number of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.	CLEC Trunks		
Calculation  MR-4-08	Numerator      Count Number of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.      Out of Service > 24 Hours	• CLEC Trunks  Denominator  Count_Number of Out of service troubles (Loop & CO)		
Calculation	Numerator  Count Number of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.	CLEC Trunks     Denominator     Count_Number of Out of service troubles		

For comparison to UNE Loop

Where the separate data affiliate exists, re-sold xDSL services will not be included.

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Count Number of troubles out of service, where	Count Number of Out of service troubles
the trouble clear date and time less trouble	(Loop & CO).
receipt date and time is greater than 24 hours.	

# **MR-5 Repeat Trouble Reports**

#### **Definition:**

The percent of troubles cleared that have an additional trouble cleared within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeats as a code 3, 4, or 5 will be classified as a repeat report-with the exception of those exclusions listed in Section A below:

#### **Exclusions:**

- Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance(in all measures)
- Test IDs

#### Section A

- For Loop troubles (e.g. analog loop, 2Wire Digital Loops, and 2Wire xDSL)A reporta is not scored a repeat where when the original reports are is no access or misdirected.
  - 1. An initial trouble may only be closed to a *No Access* disposition code if access is not available within the appointment window.
  - 2. An original report that was closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) is deemed to have been *misdirected* if the trouble found is found in a second report that was dispatched in the opposite direction.

#### Section B

#### Excluded from the *repeat* reports are:

Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

#### Excluded from the "repeat" reports are:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found upon dispatch (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble
- Installation Troubles Reported within 30 Days.

## **Performance Standard:**

Parity with Verizon Retail

Note: Retail Compare for 2 Wire Digital and 2 Wire xDSL is POTS Total.

# Report Dimensions Company: • Verizon Retail • CLEC Aggregate • CLEC Specific Geography: • State

## **Sub-Metrics**

MR-5-01	% Repeat Reports within 30 Days		
Products	Retail/SDA:  POTS Total  Specials  IXC FGD Trunks	<ul><li>UNE:</li><li>Platform</li><li>Loop</li><li>2 Wire Digital</li><li>2 Wire xDSL</li></ul>	Trunks: • CLEC Trunks
	Resale:  POTS  2 Wire Digital  2 Wire xDSL 34  Specials	• Specials	
Calculation	Numerator	De	nominator
	Count Number of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, that Repeated From Disposition codes < 14)	Total central office and l (Disposition codes 03, 0	-

Where the separate data affiliate exists, re-sold xDSL services will not be included.

# **Network Performance (NP)**

#### **Function:**

## **NP-1 Percent Final Trunk Group Blockage**

#### Definition:

The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of Verizon trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]

CLEC Trunks are dedicated final trunks carrying traffic from the Verizon access tandem to the CLEC.

#### **Exclusions:**

Trunks not included:

- IXC Dedicated Trunks
- Common Trunks carrying only IXC traffic

Verizon will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that Verizon has identified a blocked trunk group and that the trunk group should be excluded from Verizon performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:

- Trunks blocked due to CLEC network failure
- Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
- Trunks blocked where CLEC order for augmentation is overdue
- Trunks blocked where CLEC has not responded to or has denied Verizon request for augmentation
- Trunks blocked due to other CLEC trunk network rearrangements
- Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).

#### **Performance Standard:**

Because Common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks. For individual trunk groups carrying traffic between Verizon and CLECs, Verizon will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.

End User Standard:

602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.

603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.

603.4(d)(3)\_For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage			
Company:	Geography:		
		<ul> <li>State</li> </ul>	
• CLEC S <sub>1</sub>	pecific		
Products	Trunks:		
	CLEC Trunks		
Sub-Metrics			
NP-1-04	Number Final Trunk Groups Exceeding Blocking Standard – 3 Months		
Calculation	Numerator		Denominator
	Count Number of Final Trunk Gro	ups that	Not applicable
	Exceed Blocking Threshold, for three		
	consecutive months, exclusive of trunks that		
	block due to CLEC network problems as agreed		
	by CLECs.		

## **NP-2 Collocation Performance**

#### Definition:

Interval: The average number of business days between order application date and completions or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received.

(For NY Per 914 tariff, (Section 5.5.1.(B) (3). Un forecasted demand will have the following interval start date:

- No Forecast Received: 3 months after application date
- Forecast received 1 month prior to application date: 2 months after application date
- Forecast received 2 months prior to application date: 1 months after application date
- Forecast received 3 months prior to application date: On the application date

**Interval Stops if (stop clock):** 

—For CLEC milestone misses (Milestones are noted in 914 tariff in section 5.1.4 (D) and 5.2.2.(F) and in glossary.

Completions: Verizon will not deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC. Included new and augment trunks.

This metric includes collocation arrangements ordered via both the state and federal tariffs. Both state and federal collocation arrangements are provisioned in accordance with the intervals listed in the state tariff.

Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. A valid service request is a service request that was populated in accordance with the collocation application instructions.

Refer to the state tariff in effect for interval information. (If no state tariff use NY tariff).

Completions: VZ will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

#### **Exclusions:**

- Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).
- Test IDs

#### Formula:

% On Time: Number of Responses provided within standard or Arrangements completed on Due Date (adjusted for milestone misses)/Number of Responses provided or Arrangements completed x 100

#### **Performance Standard:**

Physical<sup>35</sup>:

Notification of Space Availability: 8 Days

Collocation Interval: 76 Days

95% On Time

Virtual<sup>35</sup>:

Notification of Space Availability: 14 Days

Collocation Interval: 105 Days

95% On Time

# **Report Dimensions**

Intervals may vary in accordance with state regulations or tariffs.

Company:  CLEC Aggregate CLEC Specific		Geography: • State	
<b>Sub-Metrics</b>	Sub-Metrics		
NP-2-01	% On Time Response to Request for Physical Collocation		Collocation
Calculation	Numerator		Denominator
	Count Number of requests for Phy		Count Number of requests for physical
	collocation <del>cages</del> <u>arrangements</u> wh		collocation where the initial response was
	response to the request was due in	report period	<u>due</u> received in the period.
	and wasis answered on time.		

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Sub-Metrics NP-2 Collocation Performance (continued)			
NP-2-02	% On Time Response to Request for Virtual Collocation		
Calculation	Numerator Denominator		
	Count Number of requests for Virtual	Count Number of requests for virtual	
	collocation arrangements where <u>a</u> response <u>was</u>	collocation where the initial response was	
	due in the report period and was to request is	<u>due received-in the report</u> period.	
	answered on time.		
NP-2-05	% On Time – Physical Collocation		
Calculation	Numerator	Denominator	
	Number of Physical collocation arrangements	Count Number of physical collocation	
	completed on or before due date (including due	arrangements completed.	
	date extensions resulting from CLEC milestone		
	misses).		
NP-2-06	% On Time – Virtual Collocation		
Calculation	Numerator	Denominator	
	Number of virtual collocation arrangements	Count Number of virtual collocation	
	completed on or before due date (including due	arrangements completed.	
	date extensions resulting from CLEC milestone		
	misses).		

# **Billing Performance (BI)**

#### **Function:**

## **BI-2 Timeliness of Carrier Bill**

## **Definition:**

The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.

#### **Exclusions:**

- Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).
- Verizon Test Records
- Test IDs

#### Formula:

(Number of Bills sent within 10 business days / number of bills sent) x 100

## **Performance Standard:**

98% in 10 Business Days

## **Report Dimensions**

Company:

Geography: CLEC Aggregate State

**CLEC Specific** 

#### **Sub-Metrics**

BI-2-01	Timeliness of Carrier Bill		
Calculation	Numerator Denominator		
	Count Number of carrier bills sent to CLEC <sup>36</sup> within 10 business days of bill date.	Count Number of Carrier Bills distributed	

Sent to Carrier, unless other arrangements are made with CLEC

# **GLOSSARY**

Application Date	The date that a valid order is received.	
ASR	Access Service Request	
VZ Administrative	Orders completed by VZ for administrative purposes and NOT at the	
Orders	request of a CLEC or end user. These also include administrative ord	
	for VZ_official lines and LIDT (Left in Dial Tone). [SWO<>"NC",	
	"NF"] [CLS<>TOV, or CLS_2<>TOV]	
BASIC EDITS	Front-end edits performed by the Gateway prior to order submission.  Basic Edits performed against Gateway provided source data include:  State Code must be a VZ state; CLEC Id can not be blank; All Dates	
	and Times must be numeric; Order Type must be '1','2','3','4'; Svc	
	Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru	
	Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service	
	Order Classification must be '0' or '1'; Confirmation Method must be	
	'E', 'M' 'W'; Each submission must have a unique key (PON + Ver +	
	CLEC Id + State); Confirmation, Reject and Completion Transactions	
	must have matching Submission record. Any changes to basic edits will	
	be provided via VZ Change Control procedures.	
BFR	Bona Fide Request Process (BFR)	

## Collocation Milestones

(FOR NY) From P.S.C 914 Tariff, Section 5:

**Physical Collocation** 

- Day 1 CLEC submits completed application
- Day 9 fBA notifies CLEC that request can be accommodated and estimates cost.
- Day 14 CLEC notifies fBA of intent to proceed and submits 50% payment as set forth in 5.5.5 (b) or provides written agreement agreeing to reimburse fBA for all costs incurred should the CLEC withdraw its collocation request.
- —Day 76—fBA and CLEC attend Methods and Procedures meeting and fBA turns over the multiplexing node to the CLEC.

fBA and the CLEC shall work cooperatively in meeting these milestones and deliverables as determined in the joint planning process. A preliminary schedule will be developed outlining major milestones. In physical collocation, the CLEC and fBA control various interim milestones they must meet to meet the overall intervals. The intervals clock will stop, and the final due date will be adjusted accordinglin, ofr each milestone to the CLEC misses (day to day)

Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the fBA work completions notice, indicating acceptance of the multiplexing node construction work and providing fBA with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment or facilities in the multiplexing node(s) until after the receipt by fBA of the fBA work completion notice and any applicable security fee.

### **Virtual Collocation:**

fBA and the CLEC shall work cooperatively to jointly plan the implementation milestones. fBA and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for CLEC-provided transmission equipment and for training.

Refer to the state tariff for specific collocation intervals. (If no state, tariff refer to NY tariff).

In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day to day).

Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee.

<u>In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementations milestones. VZ and the CLEC shall</u>

Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) All CLEC trunks are engineered at the B.005 level. (See Dedicated Final Trunk Blockage.)		
Common Trunks:	(A) <u>High Usage Trunks</u> carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all fBA geographies.		
	(B) <i>Final Trunks</i> : (All VZ except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.		
	(C) <i>Final Trunks - Local</i> (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.		
	(D) <i>Final Trunks – IXC</i> (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC twoway traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.		
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.		
Company Services	Official VZ Lines		
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.		
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a "hot cut". These all have fixed minimum intervals.		
СРЕ	Customer Premises Equipment		
Cut-Over Window Amount of time from start to completion of physical cut-over			
	1 to 9 lines: 1 Hour 10 to 49 lines: 2 Hours		
	50 to 99 lines: 3 Hours		
	100 to 199 lines: 4 Hours		
	200 plus lines: 8 Hours		

Dedicated Final Trunk Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

D-4:4-4T 1	
Dedicated Trunks	(E) <u>High Usage Trunks – CLEC Interconnection</u> : carry one-way traffic from a CLEC end office to a VZ Tandem Office <u>or</u> carry two-way local traffic between a VZ end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in
	all VZ geographies. These trunks are ordered by the CLEC.
	(F) <u>Final Trunks – CLEC Interconnection:</u> carry one-way traffic from a CLEC end office to a VZ Tandem Office <u>or</u> carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold.
	(G) <u>High Usage Trunks –VZ to CLEC Interconnection</u> : carry one-way local traffic from a VZ end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all VZ geographies. VZ orders these trunks from CLECs.
	(H) <u>Final Trunks –VZ to CLEC Interconnection:</u> carry one-way traffic from a fBA end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all VZ geographies. VZ orders these trunks from CLECs.
	(I) <u>High Usage Trunks</u> – <i>IXC Feature Group D</i> : carry two-way traffic between a VZ end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all VZ geographies. IXCs order these trunks from VZ.
	(J) $\underline{\mathit{Final Trunks}} - \mathit{IXC Feature Group D}$ carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all VZ geographies. IXCs order these trunks from VZ .
Dispatched Orders:	An order requiring the dispatch of a VZ Field technician outside of a VZ Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 6 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check
	(in Engineering) is also performed for orders with between 6 to 9 lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.

Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.	
DUF	Daily Usage Feed	
FOC	Firm Order Confirmation	
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).	
LIDT	Left in Dial Tone Orders. These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the central office. Once another customer moves back into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer requested orders.	
Loop Qualification	Loop qualification is the manual step whereby it is determined if a loop facility that meets specifications necessary for 2-wire digital or 2-wire xDSL services exists for the requested end user.	
LSR	Local Service Request	
LSRC	Local Service Request Confirmation	
Mechanized Flow-	Orders received electronically through the Gateway and requiring no	
Through:	manual intervention to be entered into the service order processor.	
Missed Appointment Codes	VZ Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date	
Network Troubles	Troubles with a disposition code of 03 (drop), 04 (loop), or 05 (central office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.	
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ service order processor. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.	
No-Dispatch Troubles:	Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05.	
No-Dispatch Orders:	Orders completed without a dispatch outside a VZ Central Office. Includes orders with translation changes and dispatches inside a VZ Central Office.	

Orders with $\geq \frac{10}{\sin 6}$	In some geographic areas, a facility check is completed on orders		
lines:	greater than 5 lines. In all geographic areas, orders with 10 or greater		
	lines require a facility check prior to order confirmation and due date		
	commitment.is completed on orders greater than five (5) lines.		
OSS	Operations Support Systems		
POTS Services Total	Plain Old Telephone Services include all non-designed lines/circuits		
(Business/Residence)	that originate at a customer's premise and terminate on an OE		
	(switch Office Equipment). POTS includes Centrex, Basic ISDN		
	and PBX trunks.		
POTS – Total All	POTS Services. All includes Business (simple), Residence (simple),		
	plus ISDN BRI (complex)		
PON	Purchase Order Number: Unique purchase order provided by CLEC to		
	VZ placed on LSRC or ASR as an identifier of a unique order.		
Projects	Projects are designated by CLECs. For Trunks, any request for a		
	new trunk group, augment for more than 384 trunks, complex (E911		
	or DA) or request out of the ordinary requiring special coordination,		
	such as rearrangements is considered a project.		
Reject	An order is rejected when there are omissions or errors in required		
	information. Rejects also include queries where notification is provided		
	to a CLEC for clarification on submitted orders. The order is considered		
	rejected and order processing is suspended while a request is return		
	queried.		
Run Clock	A measure of duration time where no time is excluded. Duration time is		
	calculated comparing the date and time that a trouble is cleared to the		
	date and time that the trouble was reported.		
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A		
	segment is used to apportion a longer order to meet limitations of record		
	lengths. Similar to a separate page or section on the same order.		
Special Services	Any service or element involving circuit design. Any service or		
	element with four wires. Any DS0, DS1 and DS3, non access		
	service. (access services are defined as those purchased under the state or		
	federal access tariff by a wholesale/carrier customer). Any service or		
	element involving circuit design purchased by a Verizon retail		
	<u>customer, regardless of state or federal access tariff.</u> Excludes trunks.		
	IOF and EEL are separately reported for provisioning.		

Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.		
Suspend/Restore Orders	Orders completed by VZ to suspend for non-payment or restore for payment subject to state commission Collections guidelines.  [SNPRES_IND.IS NOT NULL]		
Test Orders	Orders processed for "fictional" CLECs for Verizon to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS', 'ZJIM'.		
Two wire digital ISDN Loop			

# **Product identification descriptions:**

Retail	Major Customer Name/Number entered on Provisioning order first 4 characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '1'
UNE	Major Customer Name/Number entered on provisioning order- first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id.  Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'

POTS - Total	Two wire analog service with a telephone number and POTS class		
	of service. Includes analog loop (SVGAL).		
	Ordering:		
	· Service order classification of ordering master rec = 0		
	Provisioning:		
	· Pots Orders are defined as not having a circuit layout (CL_FID IS		
	NULL) or are not for ISDN service (SCM_2 IS NULL)		
	Maintenance:		
	· Class Service = 04/05/06/07/08/09/10/13/19/20/21		
Complex:	Provisioning:		
	· ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is		
	not blank		
	· ISDN Primary: Service Code Modifier (SCM) begins with "IB"		
	· 2 Wire Digital Services		
	• 2 Wire xDSL Services (including Loops and Line sharing) <sup>37</sup>		

DSL Services provided by Verizon are currently-may be provided by the Separate Data Affiliate (VADI) in all states except New Jersey. New Jersey retail DSL Service is "Info-Speed" until such time as a separate office or division provides DSL services. In other states, as approved by state regulatory commissions, once the SDA is reintegrated into Verizon, a separate office or division providing DSL will continue to order services through the Verizon wholesale interfaces, as required by this Order. Until reintegration, provisioning performance will be measured from receipt of the order from the SDA to completion of the order to the SDA. Once integrated, "retail" and "resale" provisioning performance will be captured from receipt of customer order through completion of customer order by the separate office or division providing DSL from that office or division's provisioning data sources.

Special Services	<u>Special Services</u> ("Specials") are services that require engineering design intervention. These include such services as: high capacity		
	services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services,		
	digital services and private lines or foreign served services (a line		
	physically in one exchange, served by another through a circuit).		
	Ordering:		
	<ul> <li>Service order classification of ordering master rec = 1</li> </ul>		
	Provisioning:		
	· CL_FID is not NULL		
	Maintenance:		
	· Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as		
	defined by Telcordia_standard, report category (rpt_cat) is "CR"		
	indicating a Customer Reported trouble, circuit format does not		
	indicate (fourth character of circuit id for a length of 2)		
	"TK", "IB", "DI", "DO" because these are considered POTS, 7th		
	character of circuit id does not indicate official VZ line as		
	defined by Telcordia standard practice, trouble code (trbl_cd) is		
	either "FAC" or "CO" indicating the trouble was found in the		
	Facility-cable (from Central Office to customers location) or in		
	the Central Office (the trouble was found within the VZ central		
	office), Maintenance center (MCTR) is not training or blank		
	which excludes troubles entered for employee training purposes,		
	Subsequent calls on the same trouble are not included in these		
	metrics, Troubles are excluded where circuit id (cktid character 4		
	for a length of 2) indicates access tariff filing.		
For Trunks:	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is		
	'M' as defined by Telcordia standard, report category (rpt_cat) is		
	"CR" indicating a Customer Reported trouble, trouble code (trbl_cd)		
	is either "FAC" or "CO" indicating the trouble was found in the		
	Facility-cable (from Central Office to customers location) or in the		
	Central Office (the trouble was found within the VZ central office),		
	Maintenance center (MCTR) is not training or blank which excludes		
	troubles entered for employee training purposes, Subsequent calls on		
	the same trouble are not included in these metrics.		

## **Attachment A-2b**

# VERIZON PERFORMANCE MEASUREMENT BUSINESS RULES GTE STATES

Alabama, <u>Arizona</u>, California, Florida, Hawaii, Idaho, Illinois\*\*, Indiana, Kentucky, Michigan, Missouri, Nevada, North Carolina, Ohio\*\*, Oregon, Pennsylvania,\* South Carolina, Texas, Virginia,\* Washington, Wisconsin

<sup>\*</sup> As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachment A-1a and A-2a.

<sup>\*\*</sup>Reporting requirements terminated pursuant to 17(iii) of the merger conditions because these states have adopted a comprehensive performance plan.

# **PO-1 Response Time OSS Ordering Interface**

#### Methodology:

Verizon measures average response time for mechanized Pre-Order queries by capturing information on CLEC queries and Verizon system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is received is captured and assigned a unique transaction ID. When the Verizon response is available for the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response availability date/time. Dispatch information is included in address verification queries.

Queries requesting customer service inquiries (CSIs) can also be processed via fax (Manual CSIs). The date and time the fax is received from the CLEC is captured. The Verizon service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time. Manual CSIs are measured in clock hours, CSI metrics are expressed as a percent successful within the performance standard.

#### **Definition:**

The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Inquiry(CSI)
- Service Availability
- Service Appointment Scheduling (due date)
- Mechanized Loop Qualification

<u>Notes:</u> Verizon does not report Legacy System Transaction Time for rejected/failed inquiries; Pre-Order Query Transaction Time is reported and tracked diagnostically. Fully electronic pre-order query response times will be measured for WISE/CORBA/EDI systems based on published system hours.

Pre-order query transaction time intervals are measured as total transaction time Verizon does not support manual engineering queries for loop qualification.

#### **Exclusions:**

- Rejected Customer Service Inquiry (CSI) queries and transactions other than 'Response Fax Success' are excluded from WISE response time calculations.
- Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.
- Transactions not associated with address verification / dispatch required, telephone number, service availability, service due date scheduling, or mechanized loop qualification queries are excluded from OSS response time calculations.
- Queries outside of published system hours for fully electronic sub-metrics are not tracked.
- Manual CSIs exclude non-business days.
- Excludes queries not completed within the reporting period.
- Verizon affiliate data (where it exists), or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

#### **Performance Standard:**

#### **Electronic (excluding CSI):**

- For PO-1-02 through PO-1-05 parity with retail plus not more than 5 seconds.
- PO-1-06 (Loop Qualification) to be determined by next 6 month review period with (California) CCB.
- **CSIs:**PO-1-08: WISE: 95% in 4 hours
- PO-1-07: Fully Manual: 95% in 24 hours

#### Formula:

I			
	se Times for each transaction/Number of		
	se Times of Legacy System for each transa	action/N	umber of Transactions Returned to Legacy
System	DO 1 OCCUP.		
_	ons – PO-1 OSS Response Time	<u> </u>	
Company:	'1 (DO 1 02 4 - DO 1 05)	Geogra	= -
	ail (PO-1-02 thru PO-1-05)	• Sta	ıtewide
Individual C			
• CLECs in th	e aggregate		
Products	Sub-Metrics  Products  Electronic Interface (Combined performance for all existing electronic interfaces)		
PO-1-02 thru	Electronic interface (Combined perform	iance ioi	an existing electronic interfaces)
PO-1-06			
10-1-00			
PO-1-02	Average Response Time – Service Ap	pointme	ent Scheduling
Calculation	Numerator		Denominator
	Sum of the elapsed time from query reco	eipt to	Number of Service Appointment Scheduling
	response sent for service appointment		Queries Returned in Reporting Period
	scheduling		
PO-1-03	Average Response Time – Address Ve	erificati	• •
Calculation	Numerator		Denominator
	Sum of the elapsed time from query rece	eipt to	Number of Address Validation / Dispatch
	response sent for address verification /		Required Queries Returned in Reporting Period
PO-1-04	Dispatch Required	- !1 - <b> </b>	
Calculation	Average Response Time – Service Ava	апарші	
Calculation	Numerator Sum of the elapsed time from query reco	int to	Denominator  Number of Service Availability Queries
	response sent for service availability	eipt to	Returned in Reporting Period
PO-1-05	Average Response Time – Request for	· Teleph	i ü
Calculation	Numerator		Denominator
	Sum of the elapsed time from query rece	eipt to	Number of TN Queries Returned in Reporting
	response sent for TN request	1	Period
PO-1-06	Average Response Time – Mechanize	d Loop	Qualification
Calculation	Numerator		Denominator
	Sum of the elapsed time from query reco	eipt to	Number of Loop Qualification Queries
	response sent for loop qualification		Returned in Reporting Period
PO-1-07	% CSI Queries On Time – Manual		
Products	Manual CSI Interface (fax)		
Calculation	Numerator Denominator		
	Count of manual CSI queries where elap		Count of Manual CSI Queries returned in
	time from query receipt to response sent	1S	reporting period
PO-1-08	less than or equal to 24 hours % CSI Queries On Time – WISE		
Products	WISE CSI Interface		
Calculation	WISE CSI Interface     Numerator		Denominator
Calculation	Count of electronic CSI queries where e	lanced	Count of Electronic CSI Queries returned in
	time from query receipt to response sent		reporting period
	less than or equal to 4 hours	. 10	
	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		

# **PO-2 OSS Interface Availability**

#### Methodology:

Verizon measures "Percent of Time Interface is Available" within scheduled hours of availability for WISE Pre-Ordering, WISE Ordering, WISE CSI and WISE Repair interfaces. If a system becomes unavailable to a CLEC during scheduled hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via Verizon's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLECs. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours to scheduled hours of availability is called "Percent Interfaces Available".

#### **Definition:**

Measures percent of time an OSS interface is actually available compared to scheduled availability.

#### **Business Rules:**

- Outage hours are obtained from outage reports
- Any change requests for extended availability during the reporting period are added to the scheduled hours.
- Scheduled hours for WISE Pre-Ordering, Ordering, CSI and Repair interfaces are subject to change and are posted on the Verizon WISE Support Web site.
- Verizon captures data on nationwide basis and report national results at a state level. (A single interface is used in all states)

#### **Exclusions:**

Interface for WISE Performance Measures.

hours

- Scheduled system downtime.
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

### **Performance Standard:**

Standard-99.25%

Report Dimensi	ons:		
Company:		Geography:	
CLECs in the aggregate		<ul> <li>Statewide (Same performance is reported for each</li> </ul>	
		state)	
<b>Sub-Metrics</b>			
Products	WISE Pre-Ordering Interface		
	WISE Ordering Interface		
	WISE Repair Interface		
	WISE CSI Interface		
PO-2-02	OSS Interface Availability – Scheduled Hours		
Calculation	Numerator Denominator		
	Number of scheduled interface available ho	urs Sum of total scheduled interface available	
	minus unscheduled interface unavailable	hours	

## **OR-1 Order Confirmation Timeliness**

#### Definition:

Measures the percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

#### **Business Rules:**

- The start time of requests received after the end of the business day will be the beginning of the next business day.
- Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays.
- Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday.
- Elapsed time for fully electronic sub-metrics is tracked during system hours.

#### **Exclusions:**

- Excludes non-business days.
- Excludes delays caused for customer reasons.
- Excludes orders where type of service cannot be determine
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

#### **Local Service Requests:**

- Exclude invalid records.
- Exclude non stand-alone records for Directory Assistance/Listing, Directory Listing and Directory Assistance.
- Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors).
- Excludes projects for Resale/UNE with projects defined as CLEC negotiated.

## **Access Service Requests:**

- Exclude invalid records.
- Exclude records with invalid dates.
- Excludes projects for Interconnection Trunks (defined as more than 192 trunks).

#### **Performance Standard:**

#### 95% On Time

Fully Electronic/Flow Through: 2 system hours

Resale POTS/UNE(non-designed) <10 lines: 24 clock hours Resale POTS/UNE(non-designed) >= 10 lines: 72 clock hours Resale Special/UNE designed Services < 10 lines: 48 clock hours Resale Special/UNE designed Services >= 10 lines: 72 clock hours Interconnection Trunks/UNE Transport: 10 business days

## **Report Dimensions:**

report Dimensions.			
Company:		Ge	ography:
•	Individual CLEC	•	Statewide
•	CLECs in the aggregate		
Su	Sub-Metrics – Order Confirmation Timeliness		

Sub-Metrics – Order Confirmation Timeliness		
OR-1-02	% On time LSC – Flow Through	
Products 35	Resale POTS	
	Resale Specials	
	UNE Loop Non-Designed	
	UNE Loop Designed	
	UNE Port Non-Designed	
	UNE Platform	
	UNE 2 wire xDSL Loop	

<sup>&</sup>lt;sup>35</sup> Reported where flow-through capability exists

# May 2002 – Updated <del>5/24/02 5:15pm 6/14/02</del>

Calculation	Numerator	Denominator		
	Number of electronic LSCs for flow through	Number of electronic LSCs for flow through		
	orders where the sent date/time minus	orders where a Local Service Confirmation was		
	received date/time is less than 2 hours within	sent for specified products		
	the standard for specified products			
OR-1-04	% On Time LSC < 10 Lines (Non-Designed-N	No Flow Through)		
Products	Resale POTS			
	UNE Loop Non-Designed			
	UNE Port Non-Designed			
	UNE Platform			
	UNE 2 wire xDSL Loop			
Calculation	Numerator	Denominator		
	Number of LSCs with less than 10 lines where	Number of LSCs with less than 10 lines where		
	the sent date/time minus received date/time is	a Local Service Confirmation was sent for		
	within the standard for specified products	specified products		
OR-1-05	% On Time LSC < 10 Lines (Designed - No F	Tlow Through)		
Products	Resale Specials			
	UNE Loop Designed			
Calculation	Numerator	Denominator		
	Number of LSCs with less than 10 lines where	Number of LSCs with less than 10 lines where		
	the sent date/time minus received date/time is	a Local Service Confirmation was sent for		
	within the standard for specified products	specified products		
OR-1-06	% On Time LSC >= 10 Lines (Non-Designed	-No Flow Through)		
Products	Resale POTS			
	UNE Loop Non-Designed			
	UNE Port Non-Designed			
	UNE Platform			
	UNE 2 wire xDSL Loop			
Calculation	Numerator	Denominator		
	Number of LSCs with 10 or more lines where	Number of LSCs with 10 or more lines where a		
	the sent date/time minus received date/time is	Local Service Confirmation was sent for		
OD 1 05	within the standard for specified products	specified products		
OR-1-07	% On Time LSC >= 10 Lines (Designed -No Flow Through)			
Products	Resale Specials			
	UNE Loop Designed			
Calculation	Numerator	Denominator		
	Number of LSCs with 10 or more lines where	Number of LSCs with 10 or more lines where a		
	the sent date/time minus received date/time is	Local Service Confirmation was sent for		
OD 4.44	within the standard for specified products	specified products		
OR-1-12 % On Time FOC (Trunks and Transport)				
Products	UNE Transport			
	Interconnection Trunks			
Calculation	Numerator	Denominator		
	Number of FOCs where the sent date/time	Number of FOCs where a Firm Order		
	minus received date/time is within the	Confirmation was sent for specified products		
	standard for specified products			

## **OR-2 Reject Timeliness**

#### Definition

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

#### **Business Rules:**

- The start time of requests received after the end of the business day will be the beginning of the next business day.
- Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays.
- Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday.
- Elapsed time for fully electronic sub-metrics tracked during system hours.

#### **Exclusions:**

- Excludes non-business days.
- Excludes delays caused for customer reasons.
- Excludes rejects where type of service cannot be determined.
- Excludes non stand-alone Directory Assistance/Listing, Directory Assistance, Directory Listing.
- Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors).
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
- Excludes projects for Resale/UNE with projects defined as CLEC negotiated.

#### **Performance Standard:**

#### 95% On Time

Fully Electronic/Flow Through: 2 system hours

Resale POTS/UNE (non-designed) <10 lines: 24 clock hours Resale POTS/UNE >= (non-designed) 10 lines: 72 clock hours Resale Special/UNE designed Services < 10 lines: 48 clock hours Resale Special Services/UNE designed >= 10 lines: 72 clock hours

Interconnection Trunks/UNE Transport: 10 business days

## **Report Dimensions:**

Company:		Geo	ography:
•	Individual CLEC	•	Statewide
•	CLECs in the aggregate		
Sub-Metrics			

Sub-Metrics			
OR-2-02	% On Time LSR Reject – Flow Through		
Products <sup>36</sup>	• Resale POTS		
	<ul> <li>Resale Specials</li> </ul>		
	UNE Loop Non-Designed		
	UNE Loop Designed		
	UNE Port Non-Designed		
	- UNE Transport		
	UNE Platform		
	• UNE 2 wire xDSL Loop		
	•		
Calculation	Numerator	Denominator	
	Number of electronic rejects sent where sent	Number of Flow Through Orders Rejected	
	date/time minus received date/time is less than	-	
	2 hours within the standard		
OR-2-04	% On Time LSR Reject < 10 Lines (Non-Designed - No Flow Through)		

<sup>&</sup>lt;sup>36</sup> Reported where flow-through capability exists

Products	<ul> <li>Resale POTS</li> <li>UNE Loop Non-Designed</li> <li>UNE Port Non-Designed</li> <li>UNE Platform</li> </ul>			
	UNE 2 wire xDSL Loop			
Calculation	Numerator Denominator			
	Number of rejects sent where sent date/time	Number of Orders for specified products		
	minus received date/time is within the	Rejected with less than 10 lines		
	standard for Orders for specified products less			
07.40.	than 10 lines			
OR-2-05	% On Time LSR Reject < 10 Lines (Designed	I - No Flow Through)		
Products	Resale Specials			
	UNE Loop Designed	D		
Calculation	Numerator	Denominator		
	Number of rejects sent where sent date/time minus received date/time is within the	Number of Orders for specified products Rejected with less than 10 lines		
	standard Orders for specified products less	Rejected with less than 10 lines		
	than 10 lines			
Sub-Metrics O	R-2 Reject Timeliness			
OR-2-06	% On Time LSR Reject >= 10 Lines (Non-De	esigned - No Flow Through)		
Products • Resale POTS		9 /		
	UNE Loop Non-Designed			
	UNE Port Non-Designed			
	UNE Platform			
UNE 2 wire xDSL Loop				
Calculation	Numerator	Denominator		
	Number of rejects sent where sent date/time	Number of Orders Rejected with 10 or more		
	minus received date/time is within the	lines for specified products		
	standard for Orders with 10 or more lines for			
07.4.05	specified products			
	OR-2-07 % On Time LSR Reject >= 10 Lines (Designed - No Flow Through)			
Products	Resale Specials			
0114	UNE Loop Designed	P		
Calculation	Numerator  Number of rejects sent where sent date/time	<b>Denominator</b> Number of Orders Rejected with 10 or more		
	minus received date/time is within the	lines for specified products		
	standard Orders with 10 or more lines for	inics for specified products		
	specified products			
	operation products	<u>l</u>		

## OR-5 Percent Flow-Through<sup>37</sup>

#### **Definition**

<u>Total Flow-Through</u>: The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as "ordering" flow-through.

#### **Exclusions:**

- Rejected LSRs
- Orders received manually
- Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

#### **Performance Standard:**

No Standard Developed for Total Flow-Through. To be developed within 6 months of merger close.

# Report Dimensions Company: Individual CLEC CLEC Aggregate Geography: State

Sub-Metrics			
OR-5-01	% Flow Through – Total		
Products	Resale	UNE	
Calculation	Numerator	Denominator	
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs for all products.	
OR-5-03 % Flow -Through – Achieved			
Calculation	Numerator	Denominator	
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs that qualify for flow-through (state code of 20) for all products.	

While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close.

# PR-3 Completed within 5 Days

### **Definition:**

Measures the percent of valid, accepted new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.

### **Exclusions:**

- Excludes customer requested due dates beyond interval offered.
- Excludes orders delayed for customer reasons.
- Excludes 'Out'/Disconnect orders.
- Excludes 'records only' orders.
- Excludes Verizon company official orders
- Excludes LNP orders
- Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)

### **Performance Standard:**

Parity with Verizon Retail

**Report Dimensions:** 

Company:		Ge	eography:
•	Individual CLEC	•	Statewide
•	CLECs in the aggregate		

	1.66		
Verizon Ret	ail (if analog applies)		
Products	Resale POTS		
	UNE Loop Non-Designed		
PR-3-08	% Completed in 5 Days – No Dispatch		
Calculation	Numerator		Denominator
	Number of valid new, move, and change	non-	Total valid new, move and change non-
	dispatched orders where the billing effective		dispatched orders for specified products
	date minus the application date is less than or		
	equal to 5 business days for specified pro	oducts	
PR-3-09	% Completed in 5 Days – Dispatch		
Calculation	Numerator		Denominator
	Number of new, move, and change dispa	atched	Total new, move and change dispatched orders
	orders where the billing effective date m	inus	for specified products
	the application date is less than or equal	to 5	
	business days for specified products		

### **PR-4 Missed Due Dates**

### Definition

Measures the percent of new, move and change orders where installation was not completed by the due date for Verizon reasons.

### **Business Rules:**

- Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.
- Completed date is defined as the Billing Effective Date.

### **Exclusions:**

- Excludes 'Out'/Disconnect orders, except when associated with LNP only.
- Excludes 'records only' orders.
- Excludes Verizon company official orders.
- Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)
- For PR-4-05 Linesharing SDA or separate office or division providing xDSL exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold xDSL.

### **Performance Standard:**

Parity with Verizon Retail

Note: Where the SDA or separate office or division providing DSL is using line sharing for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable.

Domand Dimonoiana					
	Report Dimensions :				
Company:		Geography:			
Individual Cl	<del></del>	• Sta	tewide		
CLECs in the					
	il (if analog applies)				
<ul> <li>Verizon affili</li> </ul>	iate where it exists (for DSL and line				
sharing)					
<b>Sub-Metrics</b>					
PR-4-01	% Missed Due Dates – Designed Serv	vices			
Products	Resale Specials				
	UNE Loop Designed				
	UNE Transport				
	Interconnection Trunks				
Calculation	Numerator		Denominator		
	Total number of due dates missed for		Total number of New, Move and Change		
company reasons for New, Move and C		Change	orders for specified products		
orders for specified products		υ			
PR-4-02					
Products	Resale POTS				
	Resale Specials				
	UNE Loop Non-Designed				
	UNE Loop Designed				
	UNE Port Non-Designed				
	UNE Platform				
	0 - 1				
	UNE 2 wire xDSL Loop				
	UNE Transport				
	Interconnection Trunks				
	LNP Only				
Calculation	Numerator		Denominator		

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	Sum of the billing effective date minus due	Total number of New, Move and Change	
	date for orders missed due to company	orders missed for company reasons, by all	
	reasons by all products (business days)	products	
PR-4-04	% Missed Due Dates – Dispatch		
Products	Resale POTS		
	UNE Loop Non-Designed		
	UNE Platform		
	UNE 2 wire xDSL Loop		
Calculation	Numerator	Denominator	
	Total number of due dates missed for	Total number of New, Move and Change	
	company reasons for New, Move and change dispatched orders for specified products		
	dispatched orders for specified products		
Sub-Metrics PR-	Sub-Metrics PR-4 Missed Due Dates		
PR-4-05	% Missed Due Dates – No Dispatch		
Products	Resale POTS		
	UNE Loop Non-Designed		
	UNE Port Non-Designed		
	UNE Platform		
	UNE 2 wire xDSL Loop		
	UNE Line sharing		
	LNP Only		
Calculation	Numerator	Denominator	
	Total number of due dates missed for	Total number of New, Move and Change non-	
	company reasons for New, Move and change dispatched orders for specified products		
	non-dispatched orders for specified products		

# **PR-5 Facility Missed Orders**

### Definition

Measures the percent of new, move and change orders missed due to lack of facilities.

### **Business Rules:**

- Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.
- Completed date is defined as the Billing Effective Date.
- Lack of facilities is defined to be those orders with DR suffixes for LSR order activity and lack of facility jeopardy codes for ASR order activity.

### Notes:

1. Results also included in Measure "Percent Missed Due Dates"

### **Exclusions**:

- Excludes 'records only' orders.
- Excludes 'Out' orders.
- Excludes Verizon company official orders.
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
- For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL.

### **Performance Standard:**

Parity with Verizon Retail

# **Report Dimensions:**

Company:	Geography:
Individual CLEC	• Statewide
CLECs in the aggregate	
Verizon Retail (if analog applies)	
Verizon affiliate (for xDSL)	

### Sub-Metrics

Deno III e e I I e e			
Products	Resale POTS		
	Resale Specials		
	UNE Loop Non-Designed		
	UNE Loop Designed		
	UNE Port Non-Designed		
	UNE Platform		
	UNE 2 wire xDSL Loop		
	UNE Transport		
	Interconnection Trunks		
PR-5-03	% Orders Held for Facilities > 60 Days		
Calculation	Numerator	Denominator	
	Total number of New, Move and Change	Total number of New, Move and Change	
	orders where the billing effective date minus	completed orders for all products	
	the due date is more than 60 days for		
	Company Facility Reasons for all products		

# **PR-6 Installation Quality**

Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Non-Designed services) of service order completion.

Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

### **Exclusions**:

Excludes the following types of trouble:

- CPE and CLEC caused troubles
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
- For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL

# **Performance Standard:**

Parity with Verizon Retail

<b>Report Dimensions:</b>	
Company:	

Individual CLEC CLECs in the aggregate

Verizon Retail (if analog applies)

### Geography:

Statewide

Sub-Metrics			
PR-6-01	% Installation Troubles reported within 30 Days		
Products	Resale Specials		
	UNE Loop Designed		
	UNE 2 wire xDSL Loop		
	UNE Transport		
	Interconnection Trunks		
Calculation	Numerator	Denominator	
	Total number of orders which received	Total number of new, move and change orders	
	network customer trouble report within 30 completed within the calendar month.		
	calendar days of completion.		
Sub-Metrics PR-6 Installation Quality			
PR-6-02	-6-02 % Installation Troubles reported within 7 Days		

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Products	<ul> <li>Resale POTS</li> <li>UNE Loop Non-Designed</li> <li>UNE Port Non-Designed</li> <li>UNE Platform</li> <li>LNP Only</li> </ul>	
Calculation	Numerator	Denominator
	Total number of orders which received trouble	Total number of new, move and change orders
	reports within 7 calendar days of order	completed in the calendar month for specified
	completion for specified products products	

### **PR-9 Coordinated Conversions**

### Methodology:

Verizon captures the data used to measure coordinated conversion activity from its legacy system, NOCV.

A coordinated conversion consists of a CLEC provider in contact with Verizon prior to and upon completion of a service order request.

A coordinated hot cut conversion consists of a CLEC provider in contact with Verizon from the start to the completion of a service order request.

Three types of formatted remarks are placed on the NOCV order:

- 1. Coordinated customer conversion/coordinated hot cut identifier
- 2. The committed due date/due time
- 3. The actual conversion completion date

If the conversion completion date/completion time is no greater than the committed completion interval plus one hour, the conversion is considered to be on time.

### **Definition**

Measures the percentage of coordinated orders completed by committed time\* for all orders where CLEC has requested coordination (including LNP).

\*"Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one hour.

### **Business Rules:**

 Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC.

### Exclusions:

- Excludes CLEC caused misses
- Excludes 'records only' orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

### 90% on time

### **Coordinated Conversions:**

Cool amateu Conversions.				
Line Size	Committed Completion Interval			
1 to 49 lines:	1 work hour			
50 to 99 lines:	2 work hours			
100 to 199 lines:	3 work hours			
200 plus lines:	4 work hours			
<b>Coordinated Hot</b>	t Cuts:			
1 to 20 lines:	1 work hours			
21 4 20 1	1 5			

1 to 20 lines:	1 work hours
21 to 30 lines:	1.5 work hours
31 to 40 lines:	2 work hours
41 to 50 lines:	2.5 work hours
51 to 60 lines:	3 work hours
61 to 70 lines:	3.5 work hours
71 to 80 lines:	4 work hours
81 to 90 lines:	4.5 work hours
91 to 100 lines:	5 work hours*

<sup>\*</sup>Add an additional 0.5 work hours for each additional 10 lines or increments thereof.

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Report Dimensions:				
Company:		Geography:		
Individual CLEC		Statewide		
CLECs in the aggregate				
Sub-Metrics				
Products	Coordinated Conversions, including LNP			
	Coordinated Hot Cuts, including LNP			
PR-9-01	R-9-01 % On Time Performance			
Calculation	on Numerator		Denominator	
	Number of coordinated conversions/hot		Number of coordinated conversion/hot cuts	
	completed by committed due time completed in reporting period		completed in reporting period	

# **MR-2 Trouble Report Rate**

### Definition:

Measures the total number of network customer trouble reports received within a calendar month per 100 local lines/circuits/UNEs/trunks.

### **Business Rules:**

- Access line/circuit count taken from previous month.
- Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

### **Exclusions:**

Excludes the following types of trouble:

- CPE
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Provisioning trouble reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

### Performance Standard:

Parity with Verizon Retail

Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched

# Report Dimensions:

ı	Company:	Geography:
	Company:  • Individual CLEC	<ul> <li>Statewide</li> </ul>
	• CLECs in the aggregate	
ı	Verizon Retail (if analog applies)	

<ul> <li>Verizon Retail</li> </ul>	(if analog applies)			
<b>Sub-Metrics</b>				
Products	Resale POTS			
	Resale Specials			
	UNE Loop Non-Designed			
	UNE Loop Designed			
	UNE Port Non-Designed			
	UNE Transport			
	UNE Platform			
UNE 2 wire xDSL Loop				
Interconnection Trunks				
	LNP Only			
MR-2-01	MR-2-01 Network Trouble Report Rate			
Calculation	Numerator	Denominator		
	Total number of customer initial and repeat network trouble reports for all products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period		

# **MR-3 Missed Repair Commitments**

### Definition:

Measures the percent of network trouble reports not cleared by the commitment date and time.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

### **Exclusions**:

Excludes the following types of trouble:

- CPF
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Provisioning trouble reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

### **Performance Standard:**

Parity with Verizon Retail

Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched

# **Report Dimensions:**

Company:	Geography:	
Individual CLEC	Statewide	
CLECs in the aggregate		
Verizon Retail (if analog applies)		
Sub Matrice		

Dub-Mictrics		
Products	•	Resale POTS
	•	Resale Specials
	•	UNE Loop Non-Designed
	•	UNE Loop Designed
	•	<b>UNE Port Non-Designed</b>
	•	UNE Transport
	•	UNE Platform
	•	UNE 2 wire xDSL Loop
	•	Interconnection Trunks
	•	LNP Only

MR-3-01	% Missed Repair Commitment		
Calculation	Numerator	Denominator	
	Total network trouble reports not cleared by	Total network trouble reports completed for all	
	commitment date/time for all products for	products	
	Verizon reasons		

### **MR-4 Trouble Duration Intervals**

### Definition

Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

### **Exclusions**:

Excludes the following types of trouble:

- CPE, Coin
- Customer error
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Provisioning trouble reports
- Verizon employee generated, Verizon company official orders

**Mean Time to Repair** 

Resale POTS
Resale Specials

• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

### Performance Standard:

Parity with Verizon Retail

Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched

# Report Dimensions:

Co	ompany:	Ge	ography:
•	Individual CLEC	•	Statewide
•	CLECs in the aggregate		
•	Verizon Retail (if analog applies)		

### Sub-Metrics MR-4-01

**Products** 

	LINE I N D			
	UNE Loop Non-Designed			
	UNE Loop Designed			
	UNE Port Non-Designed			
	UNE Transport			
	UNE Platform			
	UNE 2 wire xDSL Loop			
	Interconnection Trunks			
	LNP Only			
Calculation	Numerator	Denominator		
	Sum of trouble clear date and time minus	Total customer network trouble reports for all		
	created date and time for customer network	products		
	trouble reports for all products (Designed			
	Troubles – excludes interrupt time)			
Sub-Metrics MR-4 Trouble Duration Intervals				
MR-4-08	% POTS Out of Service > 24 Hours			

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Products	<ul> <li>Resale POTS</li> <li>UNE Loop Non-Designed</li> <li>UNE Port Non-Designed</li> <li>UNE Platform</li> </ul>	
Calculation	Numerator  Number of troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours for specified products	Denominator  Total out of service customer network trouble reports for specified products

# **MR-5 Repeat Trouble Reports**

### Definition

Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.

Any trouble, regardless of the original disposition code, that repeats as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

### **Exclusions:**

Excludes the following types of trouble:

- CPF
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

### **Performance Standard:**

Parity with Verizon Retail

Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched

### **Report Dimensions:** Company: Geography: Individual CLEC Statewide CLECs in the aggregate Verizon Retail (if analog applies) **Sub-Metrics Products** Resale POTS Resale Specials **UNE Loop Non-Designed UNE Loop Designed UNE Transport UNE Platform** UNE 2 wire xDSL Loop Interconnection Trunks LNP Only MR-5-01 % Repeat Reports within 30 Days

Calculation	Numerator	Denominator
	Total customer network trouble reports	Total customer network trouble reports for all
	received within 30 calendar days of a previous	products
	network trouble report for all products	

# **NP-1 Percent Final Trunk Group Blockage**

### Definition

Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.

### Notes:

- 1. Applies to those trunks where the ILEC has augmentation control.
- 2. Does not apply when trunks are provisioned as two-way trunks.

### **Business Rules:**

- Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity.
- Verizon reports provided 45 days after close of data month.
- Exception Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.) (Trunks terminating at a Tandem are engineered at the B.005 level. Trunks terminating at the End office are engineered at the B.01 level)

### **Exclusions**:

- IXC Dedicated Trunks are not included
- Abnormal blockage exclusions:
- Network Failures; Switch Outages
- Acts of God; Storms, Tornadoes, etc.
- National Holidays
- Media Stimulated Mass Calling
- Cable/Fiber cuts
- Microwave Failures
- Power Outages
- Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).

### **Performance Standard:**

Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.

# **Report Dimensions:**

Company:  Individual CLEC  CLECs in the aggregate	Geography:
Individual CLEC	Statewide
CLECs in the aggregate	

# Sub-Metrics Products:

Products:	CLEC Trunks			
NP-1-04	Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months			
Calculation	Numerator	Denominator		
	Count of final trunk groups that exceed 2%	Not applicable		
	blocking threshold for three consecutive			
	months, exclusive of trunks that block due to			
	CLEC network problems			

# **NP-2 Collocation Performance**

### **Definition**

Measures the percent of collocation arrangements responded to and completed (built) on time.

### **Business Rules:**

- Applies to all requests for physical collocation space
- Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.

### **Exclusions**:

- Excludes orders canceled by CLEC
- Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures)

### **Performance Standard:**

Physical Space Notification: 95% within calendar 15 days

**Physical Completion:** 95% on time

### **Report Dimensions**:

Company:	Geography:
Individual CLECs	<ul> <li>Statewide</li> </ul>
• CLECs in the aggregate	

<b>Sub-Metrics</b>	9,000							
NP-2-01	% On Time Response to Request for Physical Collocation							
Calculation	Numerator	Denominator						
	Count of requests for physical collocation	Count of requests for physical collocation						
	arrangements where response to request is	arrangements received in the reporting period.						
	answered within 15 calendar days							
NP-2-05	% On Time – Physical Collocation							
Calculation	Numerator	Denominator						
	Number of physical collocation arrangements	Count of physical collocation arrangements						
	completed on or before due date (including	completed in the reporting period.						
	due date extensions resulting from CLEC							
	milestone misses)							

# **BI-2 Timeliness of Carrier Bill**

This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle.

### **Business Rules:**

Includes only mechanized bills.

### **Exclusions**:

- Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
- Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).

### **Performance Standard:**

98% within 10 business days

### **Report Dimensions:**

# Company:

Geography:

Statewide

Individual CLECs

<ul> <li>CLECs in the aggregat</li> </ul>	e
---	---

Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Count of invoices transmitted within 10	Count of total invoices transmitted in reporting
	business days of the scheduled Bill Cycle	period.
	close date	

### **ATTACHMENT A-3**

# CALCULATION OF PARITY AND BENCHMARK PERFORMANCE

# **Statistical Methodologies:**

Bell Atlantic/GTE will use statistical methodologies as one means to determine if "parity" exists, or if the performance for CLECs is equivalent to the performance for Bell Atlantic. For performance measures where "parity" is the standard and sufficient sample size exists, Bell Atlantic/GTE will use the "modified Z statistic" proposed by a number of CLECs in LCUG (Local Competitors User Group). The specific formulas are detailed below:

Measured Variables:	Counted Variables:
$t = \frac{\overline{X}_{CLEC} - \overline{X}_{BA}}{\sqrt{s_{BA}^2 (\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}})}}$	$Z = \frac{P_{CLEC} - P_{BA}}{\sqrt{P_{BA}(1 - P_{BA})(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}})}}$

### **Definitions:**

<u>Measured Variables</u> are metrics of means or averages, such as mean time to repair, or average interval. <u>Counted Variables</u> are metrics of proportions, such as percent measures.

X is defined as the average performance or mean of the sample

S is defined as the standard deviation

n is defined as the sample size

p is defined as the proportion, for percentages 90% translates to a 0.90 proportion

A Z or t score of below -1.645 provides a 95% confidence level that the variables are different, or that they come from different processes.

# **Sample Size Requirements:**

The standard Z or t statistic will be used for measures where "parity" is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size is 30. For counted variables, np(1-p) must be greater than or equal to 5.<sup>38</sup> When the sample size requirement is not met, BA/GTE will do the following:

If the absolute performance for the CLEC is better than the BA/GTE performance, no statistical analysis is required. If the performance is worse for the CLEC than BA/GTE, BA/GTE will use the t distribution for measured variables until such time as a permutation test can be run in an automated fashion. For counted

In situations where either the Bell Atlantic/GTE or CLEC performance is 0% or 100%, this formula will trigger the process below regardless of sample size.

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variables, the binomial distribution will be used. If the t distribution shows an "out of parity" result, BA/GTE will run the permutation test. If the permutation test shows an "out of parity" condition, BA/GTE will perform a root cause analysis to determine cause. If the cause is the result of "clustering" within the data, BA/GTE will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including BA/GTE troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, BA/GTE will identify such behavior and work with the respective CLEC on corrective action.

### **Exceptions:**

A key assumption in using statistics to evaluate parity is that the data are independent. Events included in the performance measures of provisioning and maintenance of telecommunications services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, BA/GTE will file an exception to the performance data in the performance report if any of the following events occur:

- Event Driven Clustering: Cable Failure: If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, BA/GTE will provide the data demonstrating that all troubles within that failure, including BA/GTE troubles were resolved in an equivalent manner. Then, BA/GTE will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and BA/GTE and the remaining troubles compared according to normal statistical methodologies.
- <u>Location Driven Clustering: Facility Problems</u>: If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, BA/GTE will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, BA/GTE will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.
- <u>Time Driven Clustering: Single Day Events</u>: If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity is in a single day, BA/GTE will provide the data demonstrating that the activity is on that day. BA/GTE will compare that single day's performance for the CLEC to BA/GTE's own performance. Then, BA/GTE will provide data with that day excluded from overall performance to demonstrate "parity".

# **Other Exceptions:**

<u>CLEC Actions</u>: In addition, the key assumption of independence of data may be impacted by CLEC behavior such as order quality, causing excessive missed appointments; incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports; inappropriate appointment coding on orders, where extended due dates are desired; and delays in rescheduling appointments, when BA/GTE has missed an appointment. BA/GTE will bring such behavior to the attention of the CLEC to attempt resolution. If such action negatively

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impacts performance, BA/GTE will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

### **Documentation:**

BA/GTE will provide all details, ensuring protection of customer proprietary information to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of BA/GTE and CLEC performance. For cable failures, BA/GTE will provide appropriate documentation detailing all other troubles associated with that cable failure.

# Allowable Misses for Small Sample Sizes for Counted Variable Performance Measures with Benchmark Standards

- If less than 20 items, find volume of items measured in Sample Size Column.
- If the number of misses falls under the "Allowed Misses" column, then the performance measure not included for remedies.

### 95% Standard:

Sample Size	Number of Allowed Misses
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	1
10	1
11	1
12	1
13	1
14	1
15	1
16	1
17	1
18	1
19	1
20	NA

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Permutation analysis will be applied to calculate the z-statistic for measured variables using the following logic:

For testing differences in averages, a Monte Carlo procedure (sampling without replacement) will be used to estimate (with specified accuracy) the exact p-value for the test. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the  $Z_A$  value corresponding to the estimated p-value will be compared to the designated critical Z-value. If  $Z_A$  is greater than the critical Z-value, then the performance is non-compliant.

For testing differences in proportions or rates, the exact p-value will either be estimated with a Monte Carlo procedure or computed using an alternative algorithm. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the  $Z_A$  value corresponding to the estimated p-value will be compared to the designated critical Z-value. If  $Z_A$  is greater than the critical Z-value, then the performance is non-compliant.

## **Critical Z-Test Value**

The critical Z test value will be -1.645 based on a 95% confidence level.

## **Methods Of Calculating Per Occurrence Voluntary Payments**

# Measurements For Which The Reporting Dimensions Are Averages Or Means.

- Step 1: Calculate the average or the mean for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measurement.
- Step 2: Calculate the percentage difference between the actual average and the calculated average (or benchmark value for benchmark measures) for the third consecutive month.
- Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for Measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury for that measure.

### **Measurements For Which The Reporting Dimensions Are Percentages.**

- Step 1: Calculate the percentage for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.
- Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage (or benchmark value for benchmark measures) for each of the three non-compliant months.
- Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for

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measurements that are designated High, Medium, and Low respectively: to determine the applicable assessment payable to the U.S. Treasury.

# Measurements For Which The Reporting Dimensions Are Ratios Or Proportions.

- Step 1: Calculate the ratio for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.
- Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio (or benchmark value for benchmark measures) for each month of the non-compliant three-month period.
- Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

# Measurements for Which Payment Is Per Occurrence With A Cap

Voluntary payments are calculated on a per occurrence basis in accordance with the methodologies described above and are payable up to the caps identified in Attachment A-4.

# **Methods Of Calculating Per Measurement Voluntary Payments**

Per measurement voluntary payments are payable as detailed in the Voluntary Payments Table below if the actual Z-value exceeds the critical Z-value.

# **ATTACHMENT A-4**

# **VOLUNTARY PAYMENTS TABLE FOR MEASUREMENTS**

# **Per Occurrence**

Measurement Group	
High	\$1500
Medium	\$900
Low	\$600

# **Per Measurement/Per Occurrence Caps**

Measurement Group	A	В	C
High	\$225,000	\$75,000	\$20,000
Medium	\$90,000	\$30,000	\$10,000
Low	\$60,000	\$20,000	\$5,000

A = States with 1,000,000 or more access lines

B = States with between 500,000 and 999,999 access lines

C = States with < 500,000 access lines

A	BA States: Massachusetts, Maryland, New Jersey, New York, Pennsylvania, Virginia
	GTE States: California, Florida, Texas
В	BA States: District of Columbia, Delaware, Maine, New Hampshire, Rhode Island, West Virginia
	GTE States: Hawaii, Illinois, Indiana, Kentucky, Michigan, North Carolina, Ohio, Pennsylvania,
	Virginia, Washington, Wisconsin
C	BA States: Connecticut, Vermont
	GTE States: Alabama, Arizona, Idaho, Missouri, Nevada, Oregon, South Carolina

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
OSS	Interface	PO-1-01	OSS Resp. Time – CSR	EDI	retail + 4 seconds	Measure	Low	Low
		PO-1-01	OSS Resp. Time – CSR	CORBA	retail + 4 seconds	Measure	Low	Low
		PO-1-01	OSS Resp. Time – CSR	WEB GUI	retail + 7 seconds	Measure	Low	Low
		PO-1-02	OSS Resp. Time - Due Date Avail.	EDI	retail + 4 seconds	Measure	Low	Low
		PO-1-02	OSS Resp. Time - Due Date Avail.	CORBA	retail + 4 seconds	Measure	Low	Low
		PO-1-02	OSS Resp. Time - Due Date Avail.	WEB GUI	retail + 7 seconds	Measure	Low	Low
		PO-1-03	OSS Resp. Time – Address Validation	EDI	retail + 4 seconds	Measure	Low	Low
		PO-1-03	OSS Resp. Time – Address Validation	CORBA	retail + 4 seconds	Measure	Low	Low
		PO-1-03	OSS Resp. Time – Address Validation	WEB GUI	retail + 7 seconds	Measure	Low	Low
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	EDI	retail + 10 seconds	Measure	Low	Low
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	CORBA	retail + 10 seconds	Measure	Low	Low
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	WEB GUI	retail + 10 seconds	Measure	Low	Low
		PO-1-05	OSS Resp. Time - TN Reservation	EDI	retail + 4 seconds	Measure	Low	Low
		PO-1-05	OSS Resp. Time - TN Reservation	CORBA	retail + 4 seconds	Measure	Low	Low
		PO-1-05	OSS Resp. Time - TN Reservation	WEB GUI	retail + 7 seconds	Measure	Low	Low
		PO-1-06	OSS Resp. Time - Loop Qualification	EDI	retail + 4 seconds	Measure	Low	Low
		PO-1-06	OSS Resp. Time - Loop Qualification	CORBA	retail + 4 seconds	Measure	Low	Low
		PO-1-06	OSS Resp. Time - Loop Qualification	WEB GUI	retail + 7 seconds	Measure	Low	Low
		PO-2-02	OSS Availability - Prime	EDI	99.50%	Measure	Medium/High	Medium/High
		PO-2-02	OSS Availability-Prime	WEBGUI	99.50%	Measure	Medium/High	Medium/High
		PO-2-02	OSS Availability –Prime	CORBA	99.50%	Measure	Medium/High	Medium/High
	Billing	BI-2-01	Timeliness of Carrier Bill		98% in 10 Bus.Days	Measure	Low	Low

<sup>&</sup>lt;sup>40</sup> OSS Availability = Medium \$ for 97.5% to < 99.5% availability, High \$ for < 97.5% availability

		Metric #		Product	Standard	Pay per	\$	\$Cap
Resale	Ordering	OR-1-02	% On Time LSRC - Flow Through	POTS	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	POTS	95% in 24 Hours	Occurrence	\$600	Low
Í		OR-1-04	% On Time LSRC - < 6 Lines (E)	ISDN (2	95% in 72 Hours	Occurrence	\$600	Low
				wire digital)				
		OR-1-04	% On Time LSRC - < 6 Lines (E)	ADSL	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	Specials	95% in 48 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 6 Lines (E)	POTS	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 6 Lines (E)	Specials	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	POTS	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6Lines (E)	POTS	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	ISDN	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	ADSL	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	Specials	95% in 48 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= -6 Lines (E)	POTS	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= 6 Lines (E)	Specials	95% in 72 Hours	Occurrence	\$600	Low
		OR-5-01	% Flow Through - Total	All Resale	TBD	Measure	Medium	Medium
	Provisioning	PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-3-09	% Completed w/in 5 Days (1-5 lines) – Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-4-01	% Missed Appt Verizon- Total	Specials- Other	Parity with retail	Occurrence	\$900	
		PR-4-01	% Missed Appt Verizon- Total	DS0	Parity with retail	Occurrence	\$900	
Í		PR-4-01	% Missed Appt Verizon– Total	DS1	Parity with retail	Occurrence	\$900	
		PR-4-01	% Missed Appt Verizon- Total	DS3	Parity with retail	Occurrence	\$900	
			% Missed Appt Verizon – Total	ADSL	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	POTS	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	ISDN	Parity with retail	Occurrence	\$900	
			Average Delay Days – Total	ADSL	Parity with retail	Occurrence	\$900	
			Average Delay Days – Total	Specials	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Appt Dispatch	POTS	Parity with retail	Occurrence	\$900	
			% Missed Appt Dispatch	ISDN	Parity with retail	Occurrence	\$900	

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		PR-4-05	% Missed Appt – No Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Appt – No Dispatch	ISDN	Parity with retail	Occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire Digital	Parity with retail	Occurrence	\$600	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire xDSL	Parity with retail	Occurrence	\$600	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	Parity with retail	Occurrence	\$600	
	Maintenance		Network Trouble Report Rate (Total)	Specials	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire Digital	Parity with retail POTS Total	Occurrence	\$600	
			Network Trouble Report Rate (Loop)	2 wire xDSL	Parity with retail POTS Total	Occurrence	\$600	
Resale		MR-2-02	Network Trouble Report Rate (Loop)	POTS	Parity with retail POTS Total	Occurrence	\$600	
continued		MR-2-03	Network Trouble Report Rate (CO)	POTS	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire Digital	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire xDSL	Parity with retail POTS Total	Occurrence	\$600	
		MR-3-01	% Missed Repair Appt. (Loop)	POTS – Res.	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	POTS – Bus.	Parity with retail	Occurrence	\$900	
			% Missed Repair Appt. (Loop)	2 wire Digital	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	2 wire xDSL	Parity with retail POTS Total	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	2 wire Digital	Parity with retail POTS Total	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	2 wire xDSL	Parity with retail POTS Total	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	POTS – Res.	Parity with retail	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	POTS – Bus.	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair (Total)	Specials	Parity with retail	Occurrence	\$600	
l		MR-4-02	Mean Time to Repair (Loop)	POTS – Res.	Parity with retail	Occurrence	\$600	

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MR-4-02	Mean Time to Repair (Loop)	POTS – Bus	Parity with retail	Occurrence	\$600	

Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
MR-4-03	Mean Time to Repair (Central Office)	POTS – Res.	Parity with retail	Occurrence	\$600	
MR-4-03	Mean Time to Repair (Central Office)	POTS – Bus.	Parity with retail	Occurrence	\$600	
MR-4-08	% OOS > 24 Hours	2 wire Digital	Parity with retail	Occurrence	\$900	
			POTS - Total			
MR-4-08	% OOS > 24 Hours	2 wire xDSL	Parity with retail	Occurrence	\$900	
			POTS Total			
MR-4-08	% OOS > 24 Hours	POTS – Res.	Parity with retail	Occurrence	\$900	
MR-4-08	% OOS > 24 Hours	POTS – Bus.	Parity with retail	Occurrence	\$900	
MR-4-08	% OOS > 24 Hours	Specials	Parity with retail	Occurrence	\$900	
MR-5-01	% Repeat Reports w/in 30 Days	2 wire Digital	Parity with retail	Occurrence	\$900	
			POTS Total			
MR-5-01	% Repeat Reports w/in 30 Days	2 wire xDSL	Parity with retail	Occurrence	\$900	
			POTS - Total			
MR-5-01	% Repeat Reports w/in 30 Days	POTS	Parity with retail	Occurrence	\$900	
			POTS - Total			
MR-5-01	% Repeat Reports w/in 30 Days	Specials	Parity with retail	Occurrence	\$900	

		Metric #		Product	Standard	Pay per	\$	\$Cap
UNE	Ordering	OR-1-02	% On Time LSRC - Flow Through	PLATFORM	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSRC - Flow Through	LOOP	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	PLATFORM	95% in 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	LOOP	95% in 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	2 wire digital	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	2 wire xDSL	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	Total Spec.	95% in 48 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 6 Lines (E)	PLATFORM	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 6 Lines (E)	LOOP	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 6 Lines (E)	Total Spec.	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	PLATFORM	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	LOOP	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	PLATFORM	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	LOOP	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	2 wire digital	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	2 wire xDSL	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	Specials	95% in 48 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= 6 Lines (E)	PLATFORM	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= 6 Lines (E)	LOOP	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= 6 Lines (E)	Specials	95% in 72 Hours	Occurrence	\$600	Low
		OR-5-01	% Flow Through - Total	ALL UNE	TBD	Measure	Medium	Medium
	Provisioning	PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	Platform	Parity with retail POTS	Occurrence	\$600	
		PR-3-09	% Completed w/in 5 Days (1-5 lines) – Dispatch	Platform	Parity with retail POTS	Occurrence	\$600	
			% Missed Appt Verizon - Total	EEL	Parity with retail DS1	Occurrence	\$900	
		PR-4-01	% Missed Appt Verizon - Total	IOF	Parity with retail DS3	Occurrence	\$900	
		PR-4-01	% Missed Appt Verizon - Total	Specials – Other	Parity with retail specials Other	Occurrence	\$900	
		PR-4-01	% Missed Appt Verizon– Total	DS0	Parity with retail	Occurrence	\$900	
			% Missed Appt Verizon– Total	DS1	Parity with retail	Occurrence	\$900	
			% Missed Appt Verizon– Total	DS3	Parity with retail	Occurrence	\$900	

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Provisioning	PR-4-02	Average Delay Days - Total	Platform	Parity with retail POTS	Occurrence	\$900	
	continued	PR-4-02	Average Delay Days - Total	LOOP	Parity with retail POTS	Occurrence	\$900	
		PR-4-02	Average Delay Days - Total	2 wire digital	Parity with retail <del>DS0</del>	Occurrence	\$900	
		PR-4-02	Average Delay Days - Total	2 wire xDSL	Parity with retail <del>DS0</del>	Occurrence	\$900	
		PR-4-02	Average Delay Days - Total	EEL	Parity with retail tot.	Occurrence	\$900	
		PR-4-02	Average Delay Days - Total	IOF	Parity with retail tot.	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	Specials	Parity with retail tot. specials	Occurrence	\$900	
		PR-4-04	% Missed Appt. – Dispatch	Platform	Parity with retail POTS	Occurrence	\$900	
		PR-4-04	% Missed Appt. – Dispatch	2 wire digital	Parity with retail 2 wire digital	Occurrence	\$900	
		PR-4-04	% Missed Appt. – Dispatch	Loop (no HC)	Parity with retail POTS	Occurrence	\$900	
		PR-4-05	% Missed Appt No Dispatch	Platform	Parity with retail POTS	Occurrence	\$900	
		PR-4-05	% Missed Appt No Dispatch	Line Sharing	Parity with VADI	Occurrence	\$900	
		PR-4-05	% Missed Appt. – No Dispatch	Line Splitting	Parity with VADI	Occurrence	\$900	
		PR-4-07	% On Time - UNE LNP	LNP	95%	Occurrence	\$900	
		PR-4-14	% Completed On Time – Complex	2 wire xDSL	95%	Occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	Parity with retail total specials	Occurrence	\$600	

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Provisioning	PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire digital	Parity with retail ISDN	Occurrence	\$600	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire xDSL Specials	Parity with retail POTS	Occurrence	\$600	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	Hot Cut Loop	2%	Occurrence	\$900	
		PR-9-01	% On Time - UNE Hot Cut Loop	Hot Cut Loop	95%	Occurrence	\$900	
	Maintenance	MR-2-01	Network Trouble Report Rate (Total)	Specials	Parity with retail tot.	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	PLATFORM	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	LOOP	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire digital	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire xDSL Loop	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (Central Office)	PLATFORM	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	LOOP	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire digital	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire xDSL Loop	Parity with retail POTS Total	Occurrence	\$600	
		MR-3-01	% Missed Repair Appt. (Loop)	PLATFORM Residence	Parity with retail POTS Total	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	PLATFORM - Business	Parity with retail POTS Total	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	LOOP	Parity with retail POTS	Occurrence	\$900	

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# ATTACHMENT A-5a – VERIZON MEASUREMENT LIST Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		MR-3-01	% Missed Repair Appt. (Loop)	2 wire digital	Parity with retail POTS	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	2 wire xDSL Loops	Parity with retail POTS Total	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	PLATFORM Residence	Parity with retail POTS	Occurrence	\$900	
			% Missed Repair Appt. (CO)	PLATFORM Business	Parity with retail POTS	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	LOOP	Parity with retail POTS Total	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	PLATFORM Residence	Parity with retail POTS 1	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	PLATFORM Business	Parity with retail POTS 1	Occurrence	\$900	
UNE	Maintenance	MR-4-08	% OOS > 24 Hours	LOOP	Parity with retail POTS	Occurrence	\$900	
	continued	MR-4-08	% OOS > 24 Hours	2 wire digital	Parity with retail POTS Total	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	2 wire xDSL Line Sharing Loops	Parity with retail POTS Total	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	Specials	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	PLATFORM	Parity with retail POTS Total	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	LOOP	Parity with retail POTS Total	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	2 wire digital	Parity with retail POTS Total	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	2 wire xDSL Loops	Parity with retail POTS Total	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	Specials	Parity with retail	Occurrence	\$900	

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Inter-	Ordering	OR-1-12	% On Time FOC ( = 192 Trunks)</th <th>CLEC Trunks</th> <th>95% in 10 Days</th> <th>Occurrence</th> <th>\$900</th> <th>Low</th>	CLEC Trunks	95% in 10 Days	Occurrence	\$900	Low
Connection		OR-2-12	% On Time Reject ( = 192 Trunks)</th <th>CLEC Trunks</th> <th>95% in 10 Days</th> <th>Occurrence</th> <th>\$900</th> <th>Low</th>	CLEC Trunks	95% in 10 Days	Occurrence	\$900	Low
	Provisioning	PR-4-15	% On-Time - Trunks	<b>CLEC Trunks</b>	<u>95%</u>	<u>Occurrence</u>	<u>\$1,500</u>	
		PR-6-01	% Installation Troubles Reported within 30	CLEC Trunks	Parity with IXC FGD	Occurrence	\$1,500	
			Days					
	Maintenance	MR-2-01	Network Trouble Report Rate (Total)	CLEC Trunks	Parity with IXC FGD	Occurrence	\$900	
		MR-4-07	% OOS > 12 Hours	CLEC Trunks	Parity with IXC FGD	Occurrence	\$1,500	
		MR-5-01	% Repeat Reports within 30 Days	CLEC Trunks	Parity with IXC FGD	Occurrence	\$1,500	
	Blockage	NP-1-04	# of Final Trunk Groups Blocked 3	Verizon-	0	Occurrence	\$1,500	High
			Months	CLEC Trnks				
Collocation	Ordering	NP-2-01	% On Time Response for Request	Physical	95%	Occurrence	\$900	
		NP-2-02	% On Time Response for Request	Virtual	95%	Occurrence	\$900	
	Provisioning	NP-2-05	% On Time Completion	Physical	95%	Occurrence	\$1,500	
		NP-2-06	% On Time Completion	Virtual	95%	Occurrence	\$1,500	

# May 2002 – Updated 5/24/02 – 05;15 PM6/14/02

# ATTACHMENT A-5b –

# VERIZON MEASUREMENT LIST

GTE States (AL, AZ, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
OSS	Interface	PO-1-02	OSS Resp. Time – Svc Appt Scheduling	Electronic	retail + 5 seconds	Measure	\$60,000	Low
			OSS Resp. Time – Address Verification	Electronic	retail + 5 seconds	Measure	\$60,000	Low
		PO-1-04	OSS Resp. Time – Svc Availability.	Electronic	retail + 5 seconds	Measure	\$60,000	Low
		PO-1-05	OSS Resp. Time – TN Request	Electronic	retail + 5 seconds	Measure	\$60,000	Low
		PO-1-06	OSS Resp. Time – Mechanized Loop	Electronic	TBD	Measure	\$60,000	Low
			Qualification					
		PO-1-07	% CSI On Time – Manual	Manual	95% in 24 hours	Measure	\$60,000	Low
		PO-1-08	% CSI On Time – WISE	WISE	95% in 4 hours	Measure	\$60,000	Low
		PO-2-02	OSS Availability – Scheduled	WISE PreO	99.25%	Measure	\$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE Ord	99.25%	Measure	\$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE Rpr	99.25%	Measure	\$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE CSI	99.25%	Measure	\$90,000	Medium
	Billing	BI-2-01	Timeliness of Carrier Bill		98% in 10 Bus.Days	Measure	\$60,000	Low
Resale	Ordering	OR-1-02	% On Time LSC - Flow Through	POTS	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	Specials	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC – < 10 Lines	POTS	95% in 24 Hours	Occurrence	\$600	Low
		OR-1-05	% On Time LSC – < 10 Lines	Specials	95% in 48 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	POTS	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-07	% On Time LSC - >= 10 Lines	Specials	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject-Flow Through	POTS	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject-Flow Through	Specials	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	POTS	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-05	% On Time LSR Reject - < 10 Lines	Specials	95% in 48 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= 10 Lines	POTS	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-07	% On Time LSR Reject - >/= 10 Lines	Specials	95% in 72 Hours	Occurrence	\$600	Low
		OR-5-01	% Flow Through - Total	All Resale	TBD	Measure	Medium	Medium
	Provisioning	PR-3-08	% Completed w/in 5 Days - No Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-3-09	% Completed w/in 5 Days – Dispatch	POTS	Parity with retail	Occurrence	\$900	

# May 2002 – Updated 5/24/02 – 05;15 PM6/14/02

### ATTACHMENT A-5b –

# VERIZON MEASUREMENT LIST

GTE States (AL, AZ, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		PR-4-01	% Missed Due Dates – Designed Services	Specials	Parity with retail	Occurrence	\$1,500	
	Provisioning	PR-4-02	Average Delay Days – Total	POTS	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	Specials	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	POTS	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Specials	Parity with retail	Occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	POTS	Parity with retail	Occurrence	\$600	
Resale	Maintenance	MR-2-01	Network Trouble Report Rate	POTS	Parity with retail	Occurrence	\$600	
continued		MR-2-01	Network Trouble Report Rate	Specials	Parity with retail	Occurrence	\$600	
		MR-3-01	% Missed Repair Commitment	POTS	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	Specials	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	POTS	Parity with retail	Occurrence	\$600	
		MR-4-01	Mean Time to Repair	Specials	Parity with retail	Occurrence	\$600	
		MR-4-08	% OOS > 24 Hours	POTS	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	POTS	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	Specials	Parity with retail	Occurrence	\$900	

# May 2002 – Updated 5/24/02 – 05;15 PM6/14/02

### ATTACHMENT A-5b –

# VERIZON MEASUREMENT LIST

GTE States (AL, AZ, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Ordering	OR-1-02	% On Time LSC - Flow Through	UNE Loop	95% in 2 Hours	Occurrence	\$600	Low
				Nondes				
		OR-1-02	% On Time LSC - Flow Through	UNE Loop	95% in 2 Hours	Occurrence	\$600	Low
				Designed				
		OR-1-02	% On Time LSC - Flow Through	UNE 2 wire	95% in 2 Hours	Occurrence	\$600	Low
				xDSL Loop				
		OR-1-02	% On Time LSC – Flow Through	UNE	95% in 2 Hours	Occurrence	\$600	Low
				Platform				
		OR-1-02	% On Time LSC - Flow Through	UNE Port	95% in 2 Hours	Occurrence	\$600	Low
				Non-designed				
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop	95% in 24 Hours	Occurrence	\$600	Low
				Nondes				
		OR-1-04	% On Time LSC - < 10 Lines	UNE 2 wire	95% in 24 Hours	Occurrence	\$600	Low
				xDSL Loop				
		OR-1-04	% On Time LSC - < 10 Lines	UNE	95% in 24 Hours	Occurrence	\$600	Low
				Platform				
		OR-1-04	% On Time LSC - < 10 Lines	UNE Port	95% in 24 Hours	Occurrence	\$600	Low
				Non-designed				
		OR-1-05	% On Time LSC - < 10 Lines	UNE Loop	95% in 48 Hours	Occurrence	\$600	Low
				Designed				
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop	95% in 72 Hours	Occurrence	\$600	Low
				Nondes				
		OR-1-06	% On Time LSC - >= 10 Lines	UNE	95% in 72 Hours	Occurrence	\$600	Low
				Platform				

### ATTACHMENT A-5b –

## VERIZON MEASUREMENT LIST

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Port	95% in 72 Hours	Occurrence	\$600	Low
				Non-designed				
		OR-1-06	% On Time LSC - >= 10 Lines	UNE 2 wire	95% in 72 Hours	Occurrence	\$600	Low
				xDSL Loop				
		OR-1-07	% On Time LSC - >= 10 Lines	UNE Loop	95% in 72 Hours	Occurrence	\$600	Low
				Designed				
		OR-1-12	% On Time FOC	UNE	95% in 10 Days	Occurrence	\$600	Low
				Transport				
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Loop	95% in 2 Hours	Occurrence	\$600	Low
				Nondes				
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Loop	95% in 2 Hours	Occurrence	\$600	Low
				Designed				
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE 2 wire	95% in 2 Hours	Occurrence	\$600	Low
				xDSL Loop				
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE	95% in 2 Hours	Occurrence	\$600	Low
				Platform				
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE	95% in 2 Hours	Occurrence	\$600	Low
				Transport				
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Port	95% in 2 Hours	Occurrence	\$600	Low
				Non-designed				
UNE	Ordering	OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop	95% in 24 Hours	Occurrence	\$600	Low
				Nondes				
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE 2 wire	95% in 24Hours	Occurrence	\$600	Low
				xDSL Loop				
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE	95% in 24 Hours	Occurrence	\$600	Low
				Platform				
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Port	95% in 24 Hours	Occurrence	\$600	Low
				Non-designed				
		OR-2-05	% On Time LSR Reject -< 10 Lines	UNE Loop	95% in 48 Hours	Occurrence	\$600	Low
				Designed				
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop	95% in 72 Hours	Occurrence	\$600	Low
				Nondes				
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE 2 wire	95% in 72 Hours	Occurrence	\$600	Low
				xDSL Loop				
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE	95% in 72 Hours	Occurrence	\$600	Low
				Platform				

### ATTACHMENT A-5b –

## VERIZON MEASUREMENT LIST

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Port	95% in 72 Hours	Occurrence	\$600	Low
				Non-designed				
	Ordering	OR-2-07	% On Time LSR Reject - >= 10 Lines	UNE Loop	95% in 72 Hours	Occurrence	\$600	Low
				Designed				
		OR-5-01	Percent Flow-Through	UNE	TBD	Measure	Medium	Medium
UNE	Provisioning	PR-3-08	% Completed w/in 5 Days – No Dispatch	UNE Loop	Parity with retail	Occurrence	\$600	
				Nondes				
continued		PR-3-09	% Completed w/in 5 Days – Dispatch	UNE Loop	Parity with retail	Occurrence	\$600	
				Nondes	•			
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Loop	Parity with retail	Occurrence	\$1,500	
				Designed				
		PR-4-01	% Missed Due Dates – Designed Svc	UNE	Parity with retail	Occurrence	\$1,500	
				Transport				
		PR-4-02	Average Delay Days – Total	UNE Loop	Parity with retail	Occurrence	\$900	
				Nondes				
		PR-4-02	Average Delay Days - Total	UNE Loop	Parity with retail	Occurrence	\$900	
				Designed				
		PR-4-02	Average Delay Days – Total	UNE	Parity with retail	Occurrence	\$900	
				Platform				
		PR-4-02	Average Delay Days – Total	UNE 2 wire	Parity with retail	Occurrence	\$900	
				xDSL Loop				
		PR-4-02	Average Delay Days - Total	UNE Port	Parity with retail	Occurrence	\$900	
				Non-designed				

### ATTACHMENT A-5b –

## VERIZON MEASUREMENT LIST

		Metric #		Product	Standard	Pay per	\$	\$Cap
		PR-4-02	Average Delay Days – Total	UNE	Parity with retail	Occurrence	\$900	
				Transport				
		PR-4-02	Average Delay Days – Total	UNE LNP	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates - Dispatch	UNE Loop	Parity with retail	Occurrence	\$900	
				Nondes				
		PR-4-04	% Missed Due Dates – Dispatch	UNE	Parity with retail	Occurrence	\$900	
		DD 4.04		Platform				
		PR-4-04	% Missed Due Dates – Dispatch	UNE 2 wire	Parity with retail	Occurrence	\$900	
		PR-4-05	0/ Missal Day Days No Dissal 1	xDSL Loop	Dec. 24 - 24 - 24 - 24 - 21		Φ000	
		PK-4-03	% Missed Due Dates - No Dispatch	UNE Port Non-designed	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Loop	Parity with retail	Occurrence	\$900	
		1 K-4-03	% Missed Due Dates - No Dispatch	Nondes	Parity with retain	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE	Parity with retail	Occurrence	\$900	
		110.00	70 Wissed Due Dates – No Dispateir	Platform	ranty with retain	Occurrence	Ψ200	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE 2 wire	Parity with retail	Occurrence	\$900	
			70 Wilsbed Bue Butes 110 Bispateir	xDSL Loop	runty with return	Gecurrence	Ψ200	
		PR-4-05	% Missed Due Dates - No Dispatch	Line Sharing	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE LNP	Parity with retail	Occurrence	\$900	
UNE	Provisioning	PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop	Parity with retail	Occurrence	\$1,500	
				Nondes	•			
continued		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop	Parity with retail	Occurrence	\$1,500	
				Designed				
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE	Parity with retail	Occurrence	\$1,500	
				Platform				
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE 2 wire	Parity with retail	Occurrence	\$1,500	
				xDSL Loop				
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Port	Parity with retail	Occurrence	\$1,500	
		PD 7 02		Non-designed		_		
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE	Parity with retail	Occurrence	\$1,500	
		DD 6 01		Transport			4000	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Loop	Parity with retail	Occurrence	\$900	
		DD 6 01	0/ Install To 11 a Day W/ 20 D	Designed	D'4'41'1		Φ000	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE 2 wire	Parity with retail	Occurrence	\$900	
		PR-6-01	0/ Install Troubles Pant W/in 20 David	xDSL Loop UNE	Parity with retail	Occurrence	0000	
		1 13-0-01	% Install. Troubles Rept. W/in 30 Days		Panty with retail	Occurrence	\$900	
				Transport				

### ATTACHMENT A-5b –

## VERIZON MEASUREMENT LIST

		Metric #		Product	Standard	Pay per	\$	\$Cap
	Provisioning	PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Loop	Parity with retail	Occurrence	\$900	
				Nondes				
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE	Parity with retail	Occurrence	\$900	
				Platform				
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Port	Parity with retail	Occurrence	\$900	
		DD 6 00		Non-designed				
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE LNP	Parity with retail	Occurrence	\$900	
		PR-9-01	% Coordinated Hot Cuts	All	90% on time	Occurrence	\$900	
		PR-9-01	% Coordinated Conversions	All	90% on time	Occurrence	\$900	
UNE	Maintenance	MR-2-01	Network Trouble Report Rate	UNE Loop	Parity with retail	Occurrence	\$600	
		10000		Nondes			<b></b>	
continued		MR-2-01	Network Trouble Report Rate	UNE Loop	Parity with retail	Occurrence	\$600	
		MD 2.01	V	Designed	75 1 11 11		Φ.50.0	
		MR-2-01	Network Trouble Report Rate	UNE	Parity with retail	Occurrence	\$600	
		MD 2.01	V . 1 T . 11 D D .	Platform	D 1: 1:1 : 11		Φ.CO.O.	
		MR-2-01	Network Trouble Report Rate	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Port	Parity with retail	Occurrence	\$600	
		WIK-2-01	Network Trouble Report Rate	Non-designed	Parity with retain	Occurrence	\$000	
		MR-2-01	Network Trouble Report Rate	UNE	Parity with retail	Occurrence	\$600	
		WHC 2 01	Network Trouble Report Rate	Transport	r arity with retain	Occurrence	\$000	
		MR-2-01	Network Trouble Report Rate	UNE LNP	Parity with retail	Occurrence	\$600	
		MR-3-01	% Missed Repair Commitment	UNE Loop	Parity with retail	Occurrence	\$900	
			70 Missed Repair Communicati	Nondes	railty with rotali	Geeditenee	ΨΣΟΟ	
		MR-3-01	% Missed Repair Commitment	UNE Loop	Parity with retail	Occurrence	\$900	
			/v Halssee repair community	Designed	I dirity wrom I bedin		Ψ>00	
		MR-3-01	% Missed Repair Commitment	UNE	Parity with retail	Occurrence	\$900	
				Platform	,		·	
		MR-3-01	% Missed Repair Commitment	UNE 2 wire	Parity with retail	Occurrence	\$900	
				xDSL Loop	·			
		MR-3-01	% Missed Repair Commitment	UNE Port	Parity with retail	Occurrence	\$900	
				Non-designed	-			
		MR-3-01	% Missed Repair Commitment	UNE	Parity with retail	Occurrence	\$900	
				Transport				
		MR-3-01	% Missed Repair Commitment	UNE LNP	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Loop	Parity with retail	Occurrence	\$900	
				Nondes				

### ATTACHMENT A-5b –

## VERIZON MEASUREMENT LIST

		Metric #		Product	Standard	Pay per	\$	\$Cap
		MR-4-01	Mean Time to Repair	UNE Loop	Parity with retail	Occurrence	\$900	
				Designed				
		MR-4-01	Mean Time to Repair	UNE	Parity with retail	Occurrence	\$900	
				Platform				
		MR-4-01	Mean Time to Repair	UNE 2 wire	Parity with retail	Occurrence	\$900	
				xDSL Loop				
		MR-4-01	Mean Time to Repair	UNE Port	Parity with retail	Occurrence	\$900	
				Non-designed				
		MR-4-01	Mean Time to Repair	UNE	Parity with retail	Occurrence	\$900	
				Transport				
			Mean Time to Repair	UNE LNP	Parity with retail	Occurrence	\$900	
UNE	Maintenance	MR-4-08	% OOS > 24 Hours	UNE Loop	Parity with retail	Occurrence	\$900	
				Nondes				
		MR-4-08	% OOS > 24 Hours	UNE	Parity with retail	Occurrence	\$900	
				Platform				
		MR-4-08	% OOS > 24 Hours	UNE Port	Parity with retail	Occurrence	\$900	
				Non-designed				
		3.00 5.01						
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop	Parity with retail	Occurrence	\$900	
		100 5 04		Nondes			***	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop	Parity with retail	Occurrence	\$900	
		MD 5 01	(	Designed			Φ000	
		MK-5-01	% Repeat Reports w/in 30 Days	UNE	Parity with retail	Occurrence	\$900	
		MD 5 01	0( D	Platform	75 to 1.1 1.11		фооо	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE 2 wire	Parity with retail	Occurrence	\$900	
		MD 5 01	0/ P / P / 7 20 P	xDSL Loop	D 1/ 1/1 / 19		фооо	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE	Parity with retail	Occurrence	\$900	
		MD 5 01	0/ P / / 20 P	Transport	D 1/ 1/1 : 11		фооо	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE LNP	Parity with retail	Occurrence	\$900	

### ATTACHMENT A-5b –

## VERIZON MEASUREMENT LIST

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Inter-	Ordering	OR-1-12	% On Time FOC	Interconnecti on Trunks	95% in 10 Days	Occurrence	\$900	
Connection	Provisioning	PR-4-01	% Missed Due Dates – Designed Svc	Interconnecti on Trunks	Parity with retail	Occurrence	\$1,500	
		PR-4-02	Average Delay Days – Total	Interconnecti on Trunks	Parity with retail	Occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Interconnecti on Trunks	Parity with retail	Occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Interconnecti on Trunks	Parity with retail	Occurrence	\$1,500	
	Maintenance	MR-2-01	Network Trouble Report Rate	Interconnecti on Trunks	Parity with retail	Occurrence	\$900	
		MR-3-01	Missed Repair Commitment	Interconnecti on Trunks	Parity with retail	Occurrence	\$1,500	
		MR-4-01	Mean Time to Repair	Interconnecti on Trunks	Parity with retail	Occurrence	\$1,500	
		MR-5-01	% Repeat Reports within 30 Days	Interconnecti on Trunks	Parity with retail	Occurrence	\$900	Low
	Blockage	NP-1-04	# of Final Trunk Groups Blocked 3 Months	Final Trunks	0	Occurrence	\$1,500	High
Collocation	Ordering	NP-2-01	% On Time Response for Request	Physical	95%	Occurrence	\$900	
	Provisioning	NP-2-05	% On Time Completion	Physical	95%	Occurrence	\$1,500	

## **ATTACHMENT A-6**

Annual Caps -- \$Thousands (Monthly Caps are 1/12<sup>th</sup> the annual amount) Bell Atlantic States

	Year 1	Year 2	Year 3
CT	\$239.4	\$359.1	\$478.8
DC	\$4,148.4	\$6,222.1	\$8,295.7
DE	\$2,460.5	\$3,690.5	\$4,920.5
MA	\$19,799.4	\$29,696.6	\$39,593.9
MD	\$16,249.7	\$24,372.6	\$32,495.5
ME	\$3,014.5	\$4,521.4	\$6,028.2
NH	\$3,421.6	\$5,132.0	\$6,842.4
NJ	\$27,845.6	\$41,764.9	\$55,684.3
NY	\$51,441.4	\$77,155.9	\$102,870.3
PA	\$28,088.3	\$42,129.1	\$56,169.8
RI	\$2,884.4	\$4,326.2	\$5,768.0
VA	\$15,518.1	\$23,275.3	\$31,032.5
VT	\$1,497.9	\$2,246.6	\$2,995.4
WV	\$3,669.3	\$5,503.5	\$7,337.7
Bell Atlantic Total	\$180,278.5	\$270,395.8	\$360,513.0

## **GTE States**

	Year 1	Year 2	Year 3
AL	\$1,230.0	\$1,845.0	\$2,459.8
<u>AZ</u>		<u>\$56.9</u>	<u>\$75.8</u>
CA	\$19,824.5	\$29,734.4	\$39,644.2
FL	\$10,025.6	\$15,037.1	\$20,048.7
HI	\$3,140.5	\$4,710.3	\$6,280.1
ID	\$581.0	\$871.4	\$1,161.8
IL	\$4,009.0	\$6,013.1	\$8,017.1
IN	\$4,174.6	\$6,261.3	\$8,348.1
KY	\$2,404.0	\$3,605.9	\$4,807.5
MI	\$3,300.0	\$4,949.6	\$6,599.2
MO	\$1,932.7	\$2,898.8	\$3,864.9
NV	\$154.4	\$231.6	\$308.8
NC	\$1,498.8	\$2,247.9	\$2,997.1
OH	\$3,862.4	\$5,793.1	\$7,723.8
OR	\$2,073.4	\$3,109.9	\$4,146.3
PA	\$2,860.6	\$4,290.5	\$5,720.5
SC	\$942.5	\$1,413.6	\$1,884.7
TX	\$8,485.3	\$12,726.7	\$16,968.6
VA	\$2,586.9	\$3,880.1	\$5,173.3
WA	\$3,749.0	\$5,623.1	\$7,497.2
WI	\$2,195.6	\$3,293.1	\$4,390.6

GTE Total	\$79,030.8	\$118,593.4 \$118,536.0	\$158,118.1 \$155,850.3
TOTAL	\$259,309.3	\$388,989.2 \$388,989.2	\$518,631.1 \$516,363.3

## **ATTACHMENT A-7a**

## **Bell Atlantic Qualifying Sub-Measurements**

BELL	UNE	Resale 2-	UNE 2-	UNE 2-Wire	UNE 2-Wire
ATLANTIC	Platform	Wire	Wire Digital	xDSL Loops	xDSL Line
		Digital	Loops	-	Sharing
		Loops	(ISDN)		_
		(ISDN)			
PR-3-08	X				
PR-3-09	X				
PR-4-02	X	X	X	X	
PR-4-04	X	X			
PR-4-05	X	X			X
PR-4-10			X	X	
PR-5-03	X	X	X	X	
PR-6-01		X	X	X	
PR-6-02	X				
MR-2-02	X		X	X	
MR-2-03	X		X	X	
MR-3-01	X		X	X	
MR-3-02	X		X	X	
MR-4-08	X		X	X	
MR-5-01	X		X	X	

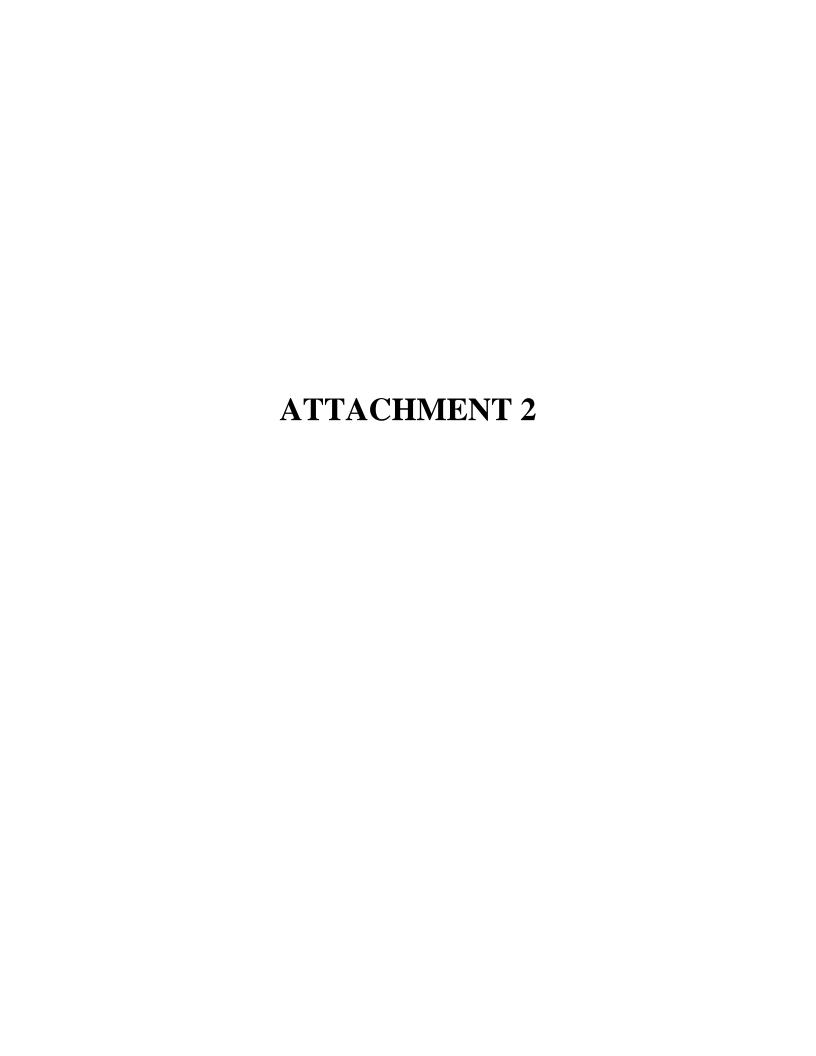
Total "qualifying sub-measurements": 39

## **ATTACHMENT A-7b:**

## **GTE Qualifying Sub-Measurements**

GTE	UNE	UNE -Wire	UNE xDSL	Resale
	Platform	xDSL-Loops	Line Sharing	Specials
PR-3-08				
PR-3-09				
PR-4-01	X			X
PR-4-02	X	X		X
PR-4-04	X	X		
PR-4-05	X	X	X	
PR-4-10				
PR-5-03	X	X		X
PR-6-01	X			X
PR-6-02	X	X		
MR-2-01	X	X		X
MR-2-02				
MR-2-03				
MR-3-01	X	X		X
MR-3-02				
MR-4-08	X	X		X
MR-5-01	X	X		X

Total GTE "qualifying sub-measurements": 29



## Summary of Recommended Changes to FCC Order on Verizon Merger Measures, Standards & Reports Verizon -East <u>May 29, 2002 June 14, 2002</u>

		Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
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Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
Miscellaneous – All Provisioning and Maintenance		<ul> <li>Added Retail Analog Compare         Table and removed all Retail product lists from sub-metrics         Provisioning – Retail POTS simple is now reflected as POTS Total         Maintenance retail analog compare changed from Retail POTS – Total to: Retail POTS – Total (All) for Retail 2 Wire Digital, Retail 2Wire xDSL, UNE 2 Wire Digital Services and UNE 2 Wire xDSL         Maintenance retail analog compare changed from Retail POTS – Total to Retail POTS-Total (Bus and Res) for Resale POTS Total, UNE Platform and UNE Loop         Maintenance retail analog.         Compare changed for Resale – 2Wire Digital from Retail POTS – Total ALL to a retail compare of Retail ISDN (2 Wire Digital).     </li> </ul>	Clarification and modification: NY PSC Order     October 2001	• July 2002
All		Excluded Test IDs	• Clarification: NY PSC Order - April 2002	• May 2002
All		Changed "count of" in numerator and denominator to "number of"	Clarification: Consistency with NY guidelines	• May 2002
PO-1	OSS Response Time	Added "Pre" to titles	• Clarification: NY PSC Order - April 2002	• May 2002
PO-2	OSS Interface Availability	<ul> <li>Added "all day" in definition of non- prime time</li> <li>Added "Each availability interface is measured separately" to definition</li> </ul>	Clarification: NY PSC Order     October 2001/April 2002	• May 2002

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
		Clarified calculation		
OR-1	Order Confirmation     Timeliness	Updated Definition Section with "UNE Specials and DS0 orders for more than 5 lines require a facilities check."	Clarification: NY PSC Order     October 2001	• May 2002
OR-1 OR-2	<ul><li>Order Confirmation Timeliness</li><li>Reject Timeliness</li></ul>	Defined when order is considered distributed	Clarification: NY PSC Order     October 2001	• May 2002
OR-1 OR-2	<ul><li>Order Confirmation Timeliness</li><li>Reject Timeliness</li></ul>	Defined when a notifier is sent for EDI/NetLink Orders .	Clarification: NY PSC Order     April 2002	• May 2002
OR-1-06	• % On Time LSRC/ASRC ≥ 6 Lines (Electronic)	Added footnote for UNE Specials to indicate which DS0s are ordered via ASR and which are ordered via LSR	Clarification: NY PSC Order     April 2002	• May 2002
OR-1 OR-2	<ul> <li>Order Confirmation         Timeliness</li> <li>Reject Timeliness</li> </ul>	Added notes that 48 hour standard does not apply to UNE Specials submitted via ASR (DSO EELS, DS1 and above), rather 72 hour standard applies	Clarification: NY PSC Order     October 2001/April 2002	• May 2002

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
OR-1 OR-2-02 OR-2-12	<ul> <li>Order Confirmation         Timeliness</li> <li>% On Time LSR Reject-         Flow Through</li> <li>% On Time Trunk ASR         Reject</li> </ul>	Added "or equal to" to the numerators for sub-metrics	• Clarification: NY PSC Order – April 2002	• May 2002
OR-1 OR-2	<ul><li>Order Confirmation Timeliness</li><li>Reject Timeliness</li></ul>	Added to note 1 in Definition     "submitted via LSR"	Clarification: NY PSC Order     October 2001	• May 2002
OR-1 OR-2 OR-5	<ul> <li>Order Confirmation         Timeliness     </li> <li>Reject Timeliness</li> <li>Percent Flow-Through</li> </ul>	Added to Notes in Definition Section "LSRs only are contained in the PON Master File"	Clarification: NY PSC Order     October 2002	• May 2002
OR-2	Reject Timeliness	Changed reference, in footnote, to Verizon website for product intervals for orders requiring facility verification	Clarification: NY PSC Order     October 2001	• May 2002
OR-2-04	% On Time LSR/ASR     Reject < 6 Lines     (Electronic – No Flow     Through)	Changed numerator language to reflect "is less than or equal to the standard for orders less than 6 lines for specified product"	Clarification: Consistency within guidelines	• May 2002
OR-2-12	% On Time ASR Reject	<ul> <li>Changed Performance Standard to 95% in less than or equal to seven (7) business days</li> <li>Updated the numerator to seven business days</li> </ul>	Change: NY PSC Order – April 2002	• June 2002
OR-5	Percent Flow-Through	Added clarifying language excluding rejected LSRs and all ASRs	Clarification: Consistent with NY PSC Order	• May 2002

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
PR-4	Missed Appointments	<ul> <li>Changed, in Definition Section, "for which there was a missed appointment" to "on or before the order due date"</li> <li>Updated Definition Section to include "orders where Customer Not Ready (CNR), and were completed in the report month"</li> </ul>	Change: NY PSC Order – April 2002	• June 2002
PR-4-01	% Missed Appointment –     Verizon - Total	Removed trunks from the product list, numerator and denominator	Change: NY PSC Order –     April 2002	• June 2002
PR-4-02	Average Delay Days - Total	Changed the Performance Standard for trunks to "Analysis Only"	Change: NY PSC Order –     April 2002	• <u>May June</u> 2002
PR-4-04	Missed Appointments	• Specified the exclusion for facility reasons applies to 2 Wire xDSL and 2 Wire Digital	Change: NY PSC Order –     April 2002 October 2001	• June 2002
PR-4-07	% On Time Performance –     LNP Only	Clarified description, numerator and denominator of submetric	• Clarification: NY PSC Order – April 2002	• May 2002
PR-4-07	% On Time Performance –     LNP Only	Deleted "Reported in Aggregate"	• Change: NY PSC Order – April 2002	• <u>May June</u> 2002
PR-4-14	• % Completed On Time – 2 Wire xDSL Loops	Added language to the denominator to clarify that customer misses are excluded from the base of completed orders	Clarification: NY PSC Order     October 2001	• May 2002
PR-4-15	% On Time Provisioning	Added new sub-metric to report trunks with a 95% on time standard	Change: NY PSC Order – April 2002	• June 2002
PR-9-01	% On Time Performance – Hot Cut	Clarified description to include     "and orders cancelled during or     after a defective cut due to Verizon     reasons"	Clarification: NY PSC Order     October 2001	• May 2002
MR-2-01	Network Trouble Report Rate	Removed ( trbl cd is FAC or CO) from numerator	• Clarification: NY PSC Order - October 2001	• May 2002
MR-3 MR-4	<ul><li>Missed Repair Appointments</li><li>Trouble Duration Intervals</li></ul>	Updated Definition Section to include description of Verizon single ticket process for	Change: NY PSC Order – April 2002	• June 2002

		misdirected troubles on UNE POTS voice loops only)  • Defined Redirected troubles and included exclusions	-	
MR-4	Trouble Duration Intervals	Removed "(trbl cd is FAC or CO) from definition	• Clarification: NY PSC Order - October 2001	• May 2002

Measure #	Measure Name	Change	Reason for Change	
MR-4	Trouble Duration Intervals	Added language for stop clock	Change: NY PSC Order – October 2001	• June 2002
MR-4	Trouble Duration Intervals	Removed footnote - included in retail analog table	Clarification: Consistent with NY PSC Order	• May 2002
MR-5	Repeat Trouble Reports	Excluded misdirected troubles from Loop troubles	Change: NY PSC Order – October 2001	• June 2002
MR-5	Repeat Trouble Reports	<ul> <li>Added language to definition.</li> <li>Updated the Exclusions Section by creating Sections A and B</li> <li>Defined misdirected troubles</li> <li>Added exclusion for "Installation Troubles reported within 30 Days"</li> </ul>	Change: For consistency with Exclusions Section – NY PSC Order – April 2002	• June 2002
NP-1	Network Performance –     Percent Final Trunk Group     Blockage	Removed the word "access" prior to tandem in Definition	Clarification: NY PSC     Order – April 2002 October     2001	• May 2002
NP-2	Collocation Performance	<ul><li>Changed "cages" to "arrangements"</li><li>Updated Definition</li></ul>	Clarification: Consistent with NY Guidelines.	• May 2002
NP-2-01 NP-2-02	<ul> <li>% On Time Response to Request for Physical Collocation</li> <li>% On Time Response to Request for Virtual Collocation</li> </ul>	Clarified language in numerator and denominator	Clarification: NY PSC     Order – April 2002	• May 2002
BI-2	Timeliness of Carrier Bill	Added exclusion for VZ test records	Clarification: NY PSC Order     April 2002 October 2001	• May 2002

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
Glossary	Orders with >= 10 Lines     Definition	<ul> <li>Changed the glossary item to "Orders with &gt;=6 Lines"</li> <li>Changed the language to: "In all geographic areas a facility check is completed on orders greater than five (5) lines"</li> </ul>	Clarification. NY PSC Order     April 2002	• May 2002
Glossary	POTS - Services	Replaced glossary item "POTS – Services" with "POTS Total (Business/ Residence)"	Clarification: NY PSC Order     April 2002	• May 2002
Glossary	POTS – Total All	Added definition of "POTS – Total All" to glossary	Clarification: NY PSC Order     April 2002	• May 2002
Glossary	Special Service Definition	Updated the Special Service definition	Clarification: NY PSC     Order – April 2002	• May 2002
Glossary	Collocation Milestone	Changed definition to make consistent with NY	Clarification: Consistent with NY Guidelines	• May 2002
Headings for BA/GTE East		States of Rhode Island and Vermont identified with *	271 Approval – removed from reports	• May 2002

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
Attachment A-1a		Corrected # of Sub-metrics	Changes per NY PSC Order orders and corrected submetric counts	• May 2002
Attachment A-5a		Updated Retail Compare	• Consistent with NY Guidelines	• July 2002

## Verizon - West <u>May 29, 2002</u> <u>June 14, 2002</u>

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
OR-1-02 OR-2-02	<ul> <li>% On time LSC – Flow Through</li> <li>% On Time LSR Reject – Flow Through</li> </ul>	Clarified numerator language to reflect "within the standard"	Clarification:     Consistency within     guidelines	• May 2002
OR-1 OR-2 OR-5	<ul> <li>Order Confirmation Timeliness</li> <li>Reject Timeliness</li> <li>% Flow-Through</li> </ul>	Removed redundant language     "Directory Assistance, Directory     Listing" from Exclusions     Section	Clarification:     Consistency within     guidelines	• May 2002
OR-2-02	% On Time LSR Reject – Flow Through	Removed UNE Transport as product type	Clarification: Product not relevant to measure.     Consistency within guidelines	• May 2002
Headings for BA/GTE West		State of Arizona added with *	Arizona sale rescinded.     Will be included as of     May 2002 data month.	• May 2002
Attachment A-1b		Corrected # of Sub-metrics	Clarification: Corrected submetric count	• May 2002

		•	
Attachment A-6	Arizona Dollars added	Arizona sale rescinded	• May 2002